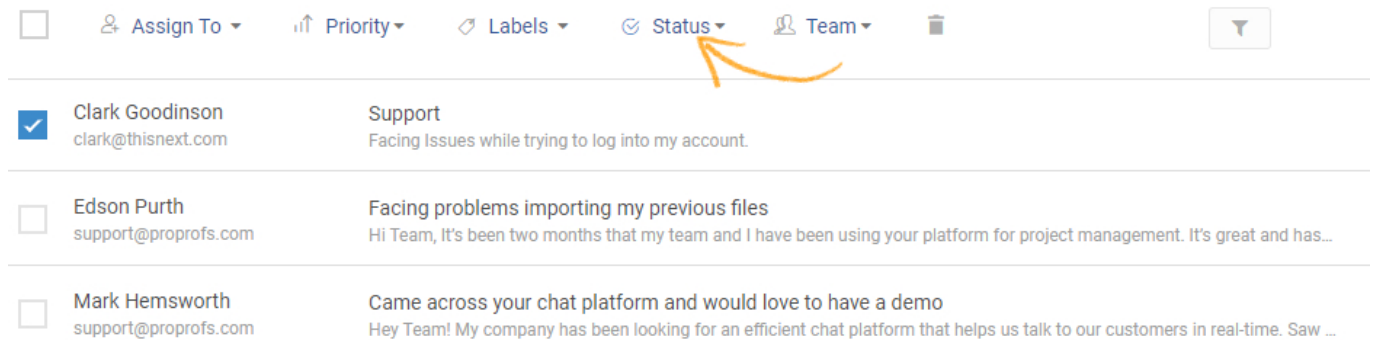


How to Close Tickets

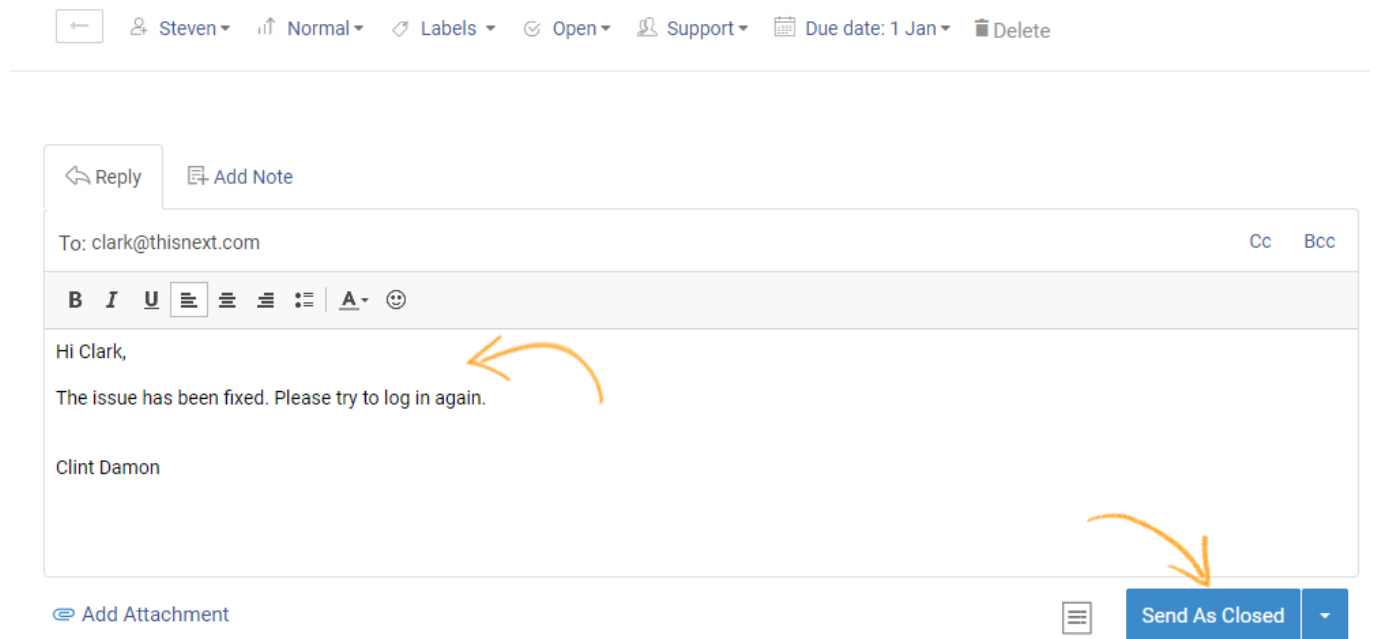
Once a ticket has been resolved, it is time to close it.

The following steps show you how to close resolved tickets:

Step 1: When the user query is addressed via chat, you can close tickets directly through your dashboard. Select the concerned ticket and click the **Status**, assign the status as '**Close**'.



Step 2: In case of closing the ticket with a reply to the user, open the concerned ticket, frame a reply, and click "**Send as closed**" to send and simultaneously close the ticket.



How to Customize Your Customer Support System

Video about: [How to Customize Your Customer Support System](#)

Related Articles:

- [How to Search Tickets?](#)
- [How to Add Attachments and Notes to a Ticket Response?](#)
- [How to Set up Automated Emails for Ticket Rating?](#)