

Ticket statuses and what happens next

The statuses

- **Open** — received, not yet picked up.
- **In progress** — someone is working on it.
- **Waiting on customer** — we have asked you something and are waiting.
- **Resolved** — we believe it is fixed.
- **Closed** — finished.

The timeline

A ticket shows messages and events together in order: status changes, assignment, priority changes, and every message, attributed either to your admin's email or to Sentilai Support with distinct styling so it is never ambiguous who said what.

Attachments appear as chips with the filename and size, and download on click.

Automatic closing

A resolved ticket with no reply for **seven days** closes itself, and that appears in the timeline as an event rather than silently.

Reopening

Reopen ticket is available while a ticket is waiting on you or resolved. Use it rather than opening a new one — the history is what makes the second conversation faster than the first.

Once closed, the reply box is replaced by a note asking you to open a new ticket. That is deliberate: a closed ticket reopened months later usually turns out to be a different problem wearing the same subject line.

Closing it yourself

Close ticket, with a confirmation. Useful when you solved it yourself — and genuinely helpful to us, because it tells us the answer was findable.

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