# Close Ticket Silently

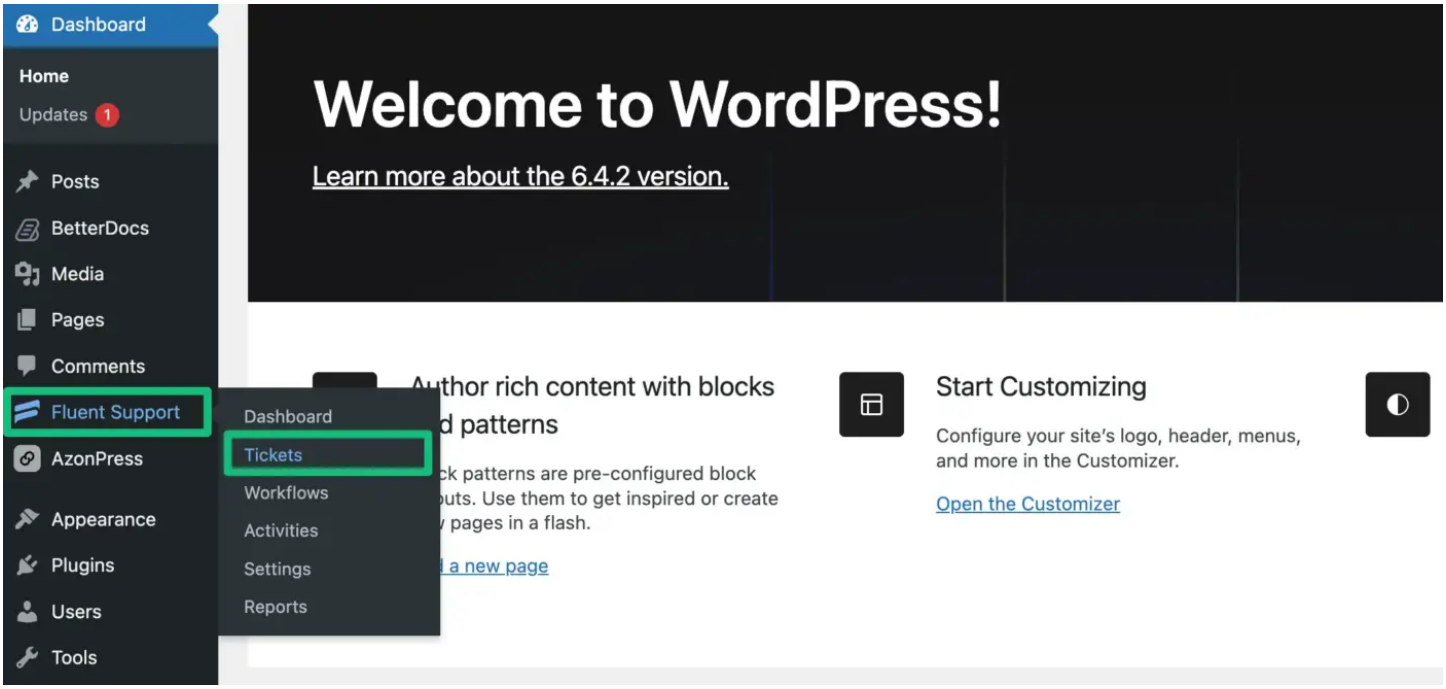
Productivity · https://fluentsupport.com/docs/close-ticket-silently/

**Fluent Support** has an automatic ticket-closing feature that notifies the users via email when their ticket is closed. But, the "**Close Ticket Silently**" feature allows the support agents to **close** tickets silently without sending any **email n**otification. This article will guide you through the whole process of doing it.

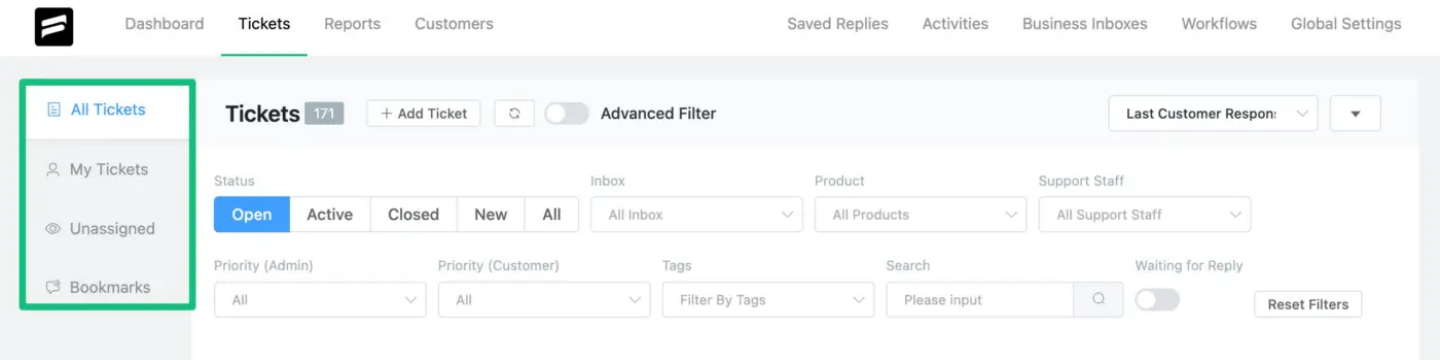
## Close Ticket Silently

To learn how you can **close** your **ticket silently** using **Fluent Support**, follow the steps with the screenshots below —

First, go to your **Fluent Support** and click on **Tickets**

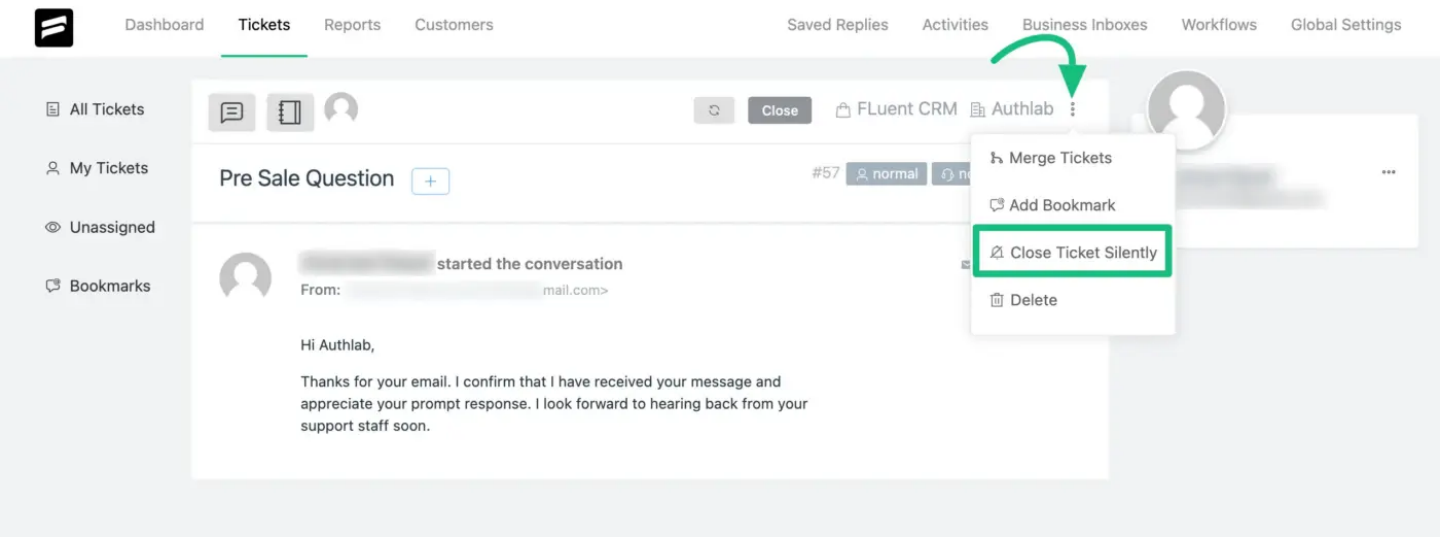


Now go to your desired ticket section from **My Tickets, All Tickets, Unassigned,** or **Bookmarks**

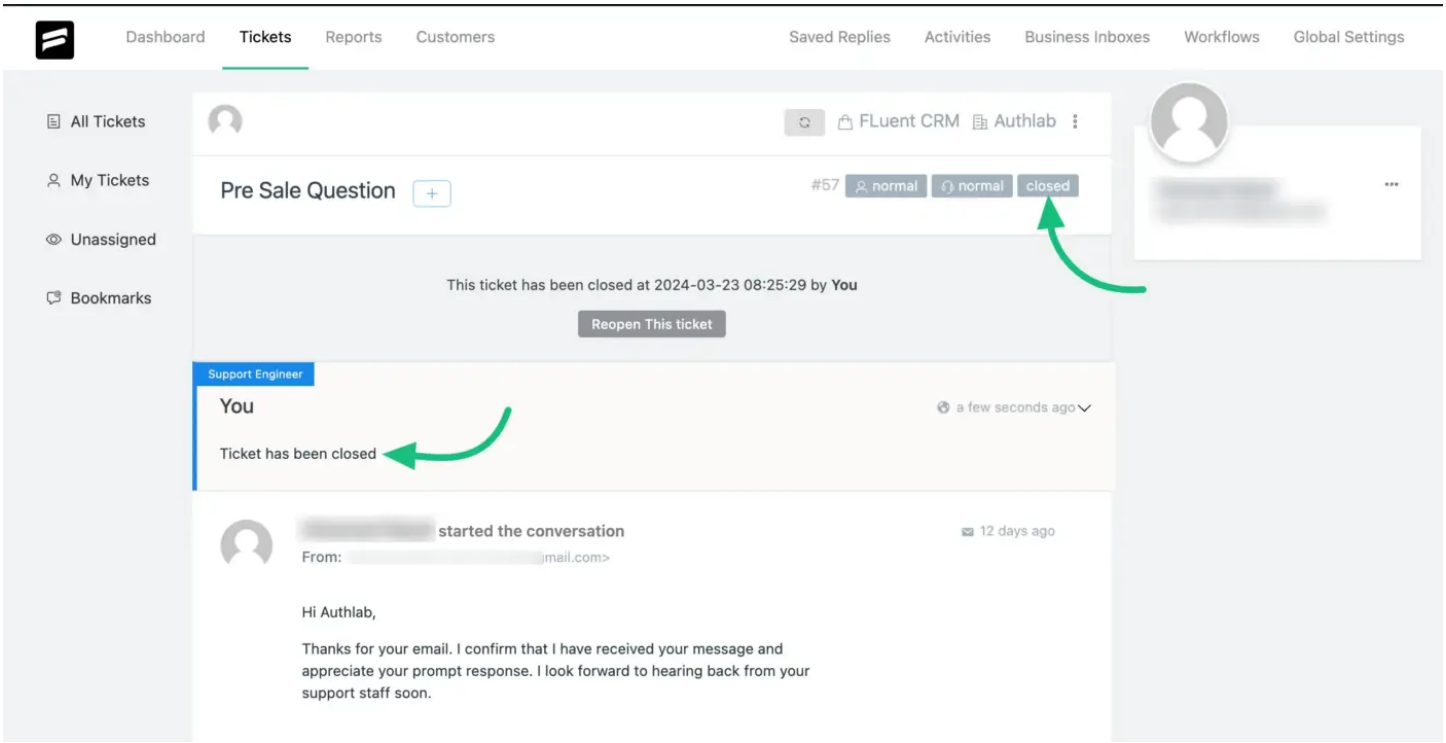



Open the specific ticket you want to close silently and click on the **Three dot Icon** next to the mailbox option.

Now, select **Close Ticket Silently** and a confirmation message (Ticket has been closed) will appear that only you can see.




You can also see that the '**Ticket has been closed'** if you return to this ticket.




If you have any further questions, concerns, or suggestions, please do not hesitate to contact our **@support team**. Thank you.