Split Reply in New Tickets

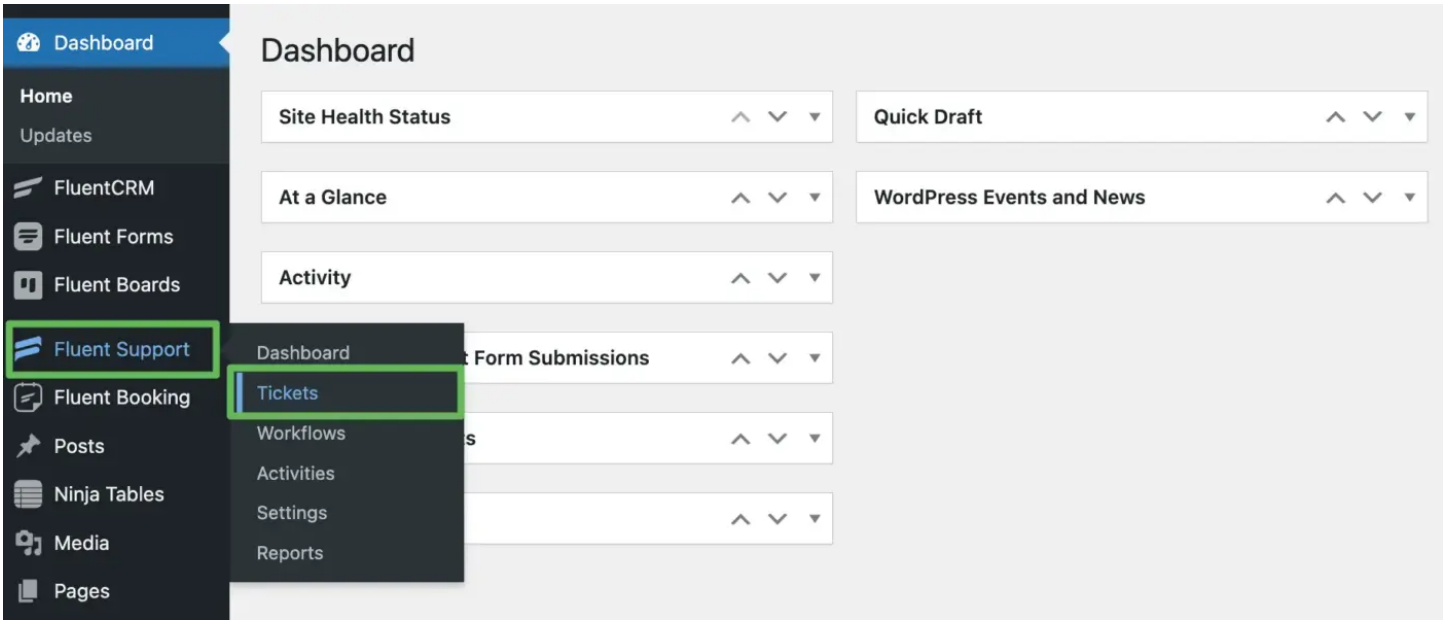
Productivity · https://fluentsupport.com/docs/split-reply-in-new-tickets/

Fluent Support allows you to **Split** any reply into a new ticket i.e. if a customer raises a new issue in an ongoing ticket, you can separate the conversation and create a new ticket, and the separate tickets will appear on both the customer & support ends. This article will guide you through the whole process of doing it.

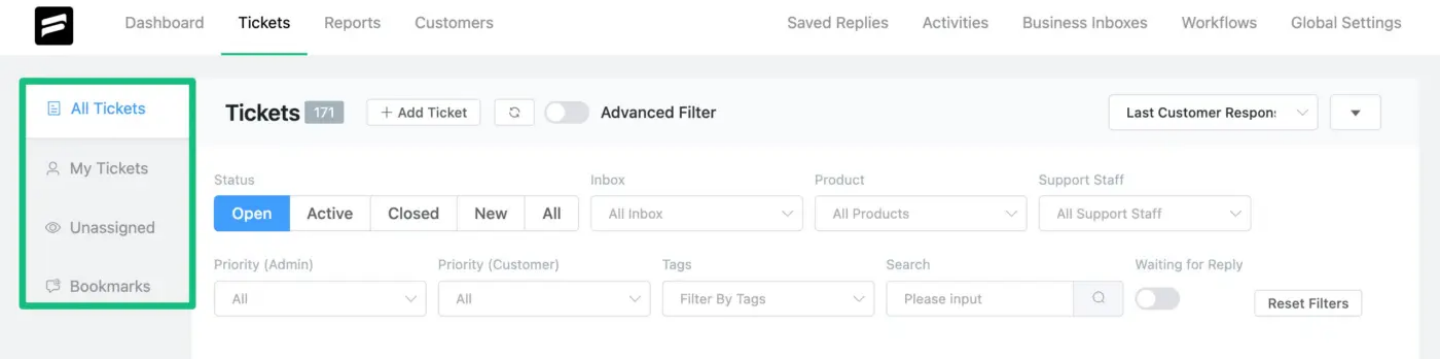
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To learn how you can perform various **Bulk Actions** in **Fluent Support**, follow the steps with the screenshots below —

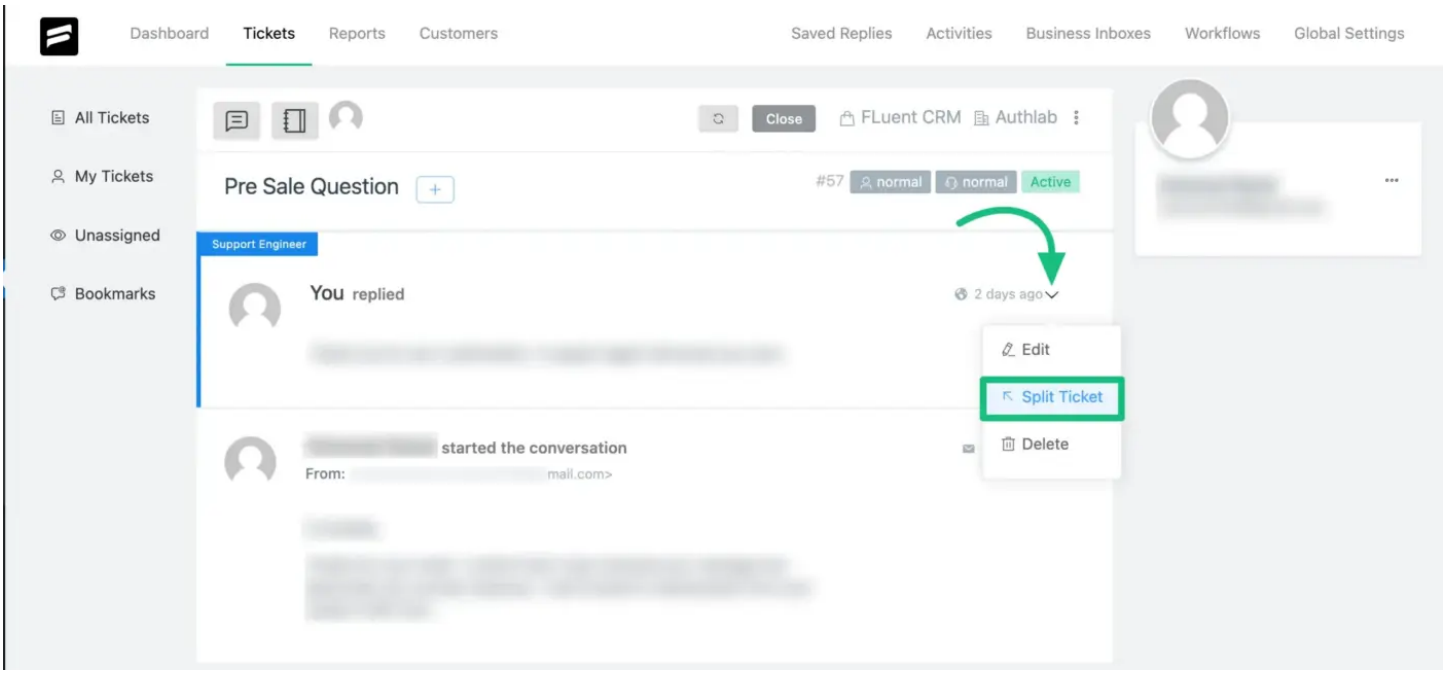
First, go to your **Fluent Support** and click on **Tickets.**



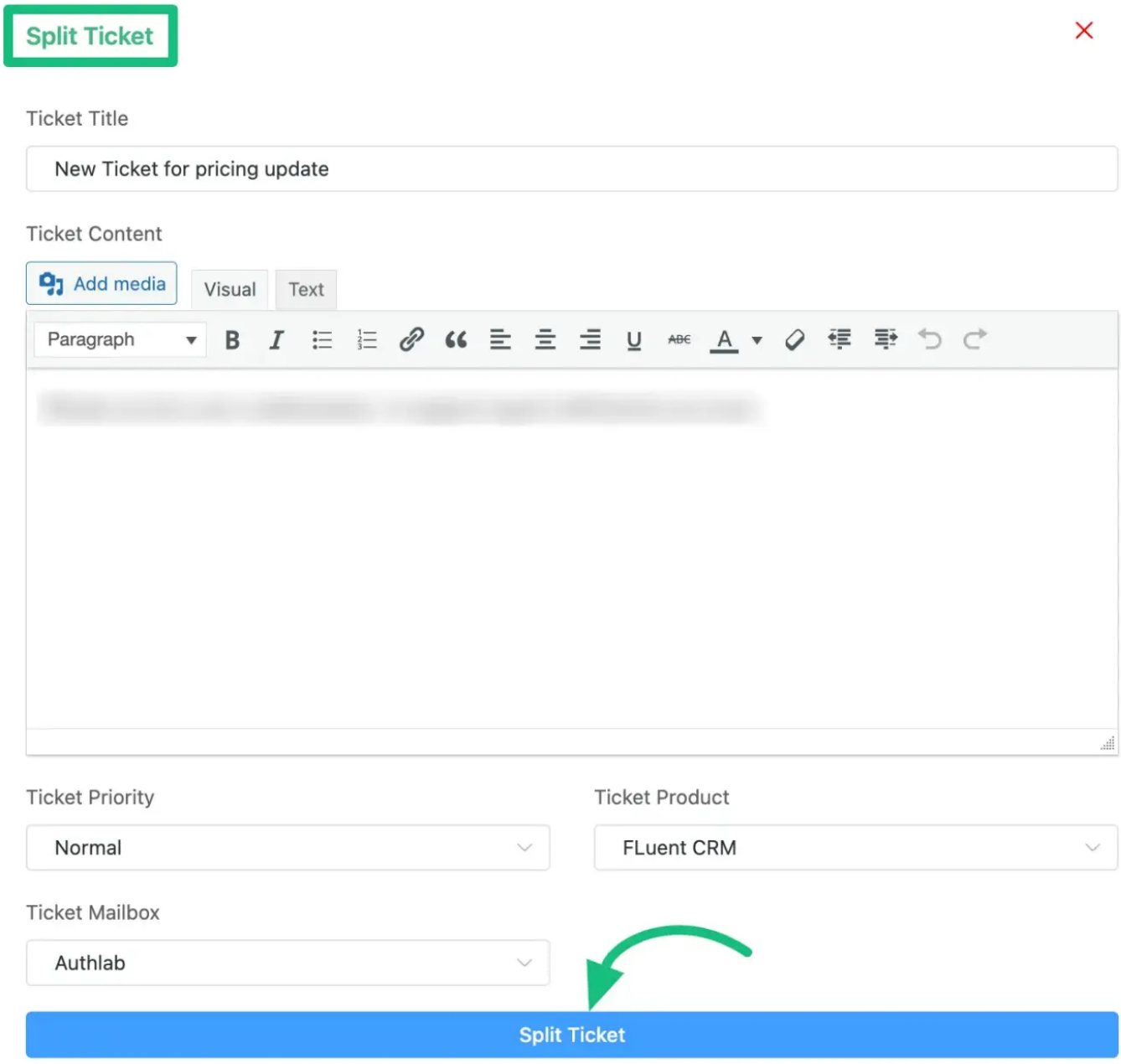
Now go to your desired ticket section from **All Tickets**, **My Tickets, Unassigned,** or **Bookmarks.**



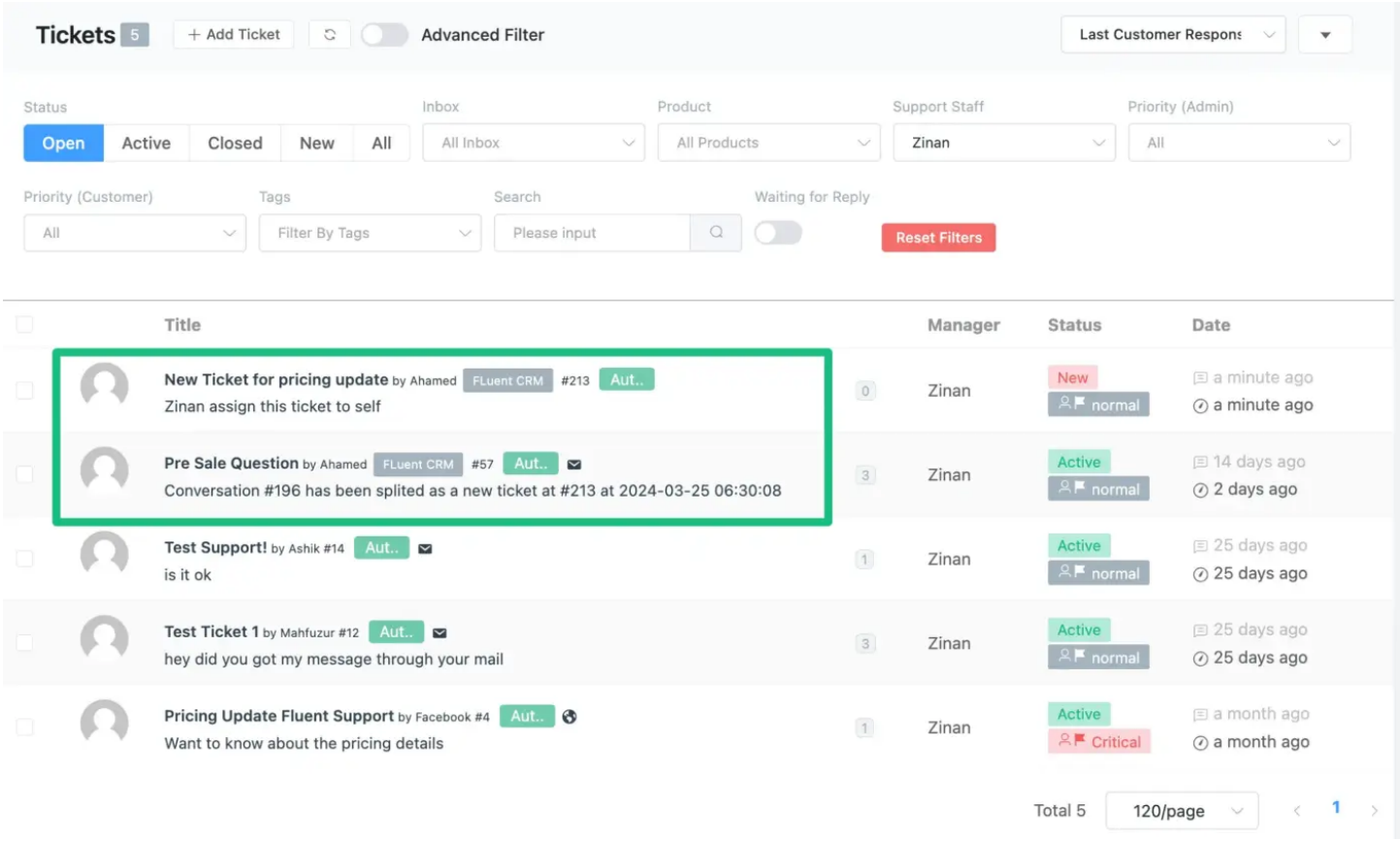
Open the specific ticket you want to split and hit the **Arrow Icon** on the right side of the ticket. Now, click on the **Split Ticket** and a pop-up will appear.



The popup will display all the options for splitting tickets e.g., **Ticket Title**, **Ticket Content**, **Ticket Product**, etc. And, once you are done, don’t forget to click the **Split Ticket** button.



You can see the **split tickets appeared separately** on both the customer & support ends.



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