

Common issues and solutions

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Common issues and solutions

Common issues are problems that need diagnosis or a supported recovery action. Use **Issues** for reported problems and their statistics, and use **Desk** for triage and follow-up work. **Issues** is the recovery and exception path after the primary work is complete; **Desk** is the work queue for deciding what needs attention next.

If you need to...	Go to
Review issue statistics or open the complete issue list	Issues overview
Work with one issue record	Work with an issue
Manage issue boards	Manage issue boards
Understand issue states and recovery	Issue states and recovery
Review Desk queues and their purpose	Desk overview
Triage and act on a Desk thread	Work from Desk
Understand Desk states and actions	Desk states and actions
Prepare the project context	Before you start
Find the right recovery view on this page	Find the recovery surface
Identify the controls before choosing an action	Understand the recovery screen
Triage a support thread	Recover a thread from Desk
Diagnose an unsuccessful action	When recovery goes wrong
Route an unresolved product question or issue	Getting help

Before you start

Before you begin, select the project whose issues or support threads you need to review. Issue data and Desk threads are scoped to the selected project. The Issues destination has no record-entry form; it provides statistics and links to **All issues** and **Boards**.

Have this ready	Why it matters
The project that owns the issue or thread	The Issues overview and Desk work from one project context.
The problem you need to investigate	The issue list, board view, or Desk queue gives you the place to continue.
The recovery action you intend to take	Desk actions can reply, add a team-only message, snooze, or change a thread state.

If no project is selected, Issues shows **No project selected** with **Pick a project from the switcher** to see its reported issues. Desk shows **No project selected** with **Pick a project from the switcher** to open the Desk.

Find the recovery surface

The Issues overview is the project-scoped starting point for reported issues. Desk is the project-scoped starting point for support threads that need triage or follow-up.

Prerequisites

- You have selected the project that owns the work.
- You know whether you need an issue list, a board view, or a Desk queue.

Steps

1. Open the **Issues** or **Desk** destination.
2. Choose the view that matches what you need to do:

If you need to...	Select
Open the complete issue list	All issues
Open issues arranged on boards	Boards
Open the complete issue list from Recent Reports	View all
Review threads needing a first response	Needs first response

If you need to...	Select
Review threads needing the next response	Needs next response
Review work being investigated	Investigating
Review threads waiting for the customer	Waiting for customer
Review work paused for later	Paused for later
Review work completed today	Done today
Review your threads	Your threads
Review threads without an assignee	Unassigned

Result: The selected issue view or Desk queue is on screen.

Understand the recovery screen

The Issues overview gives you a reporting period, statistics, and routes into issue lists and

boards. Desk gives you queues, a thread list, and a thread workspace with reply and state controls.

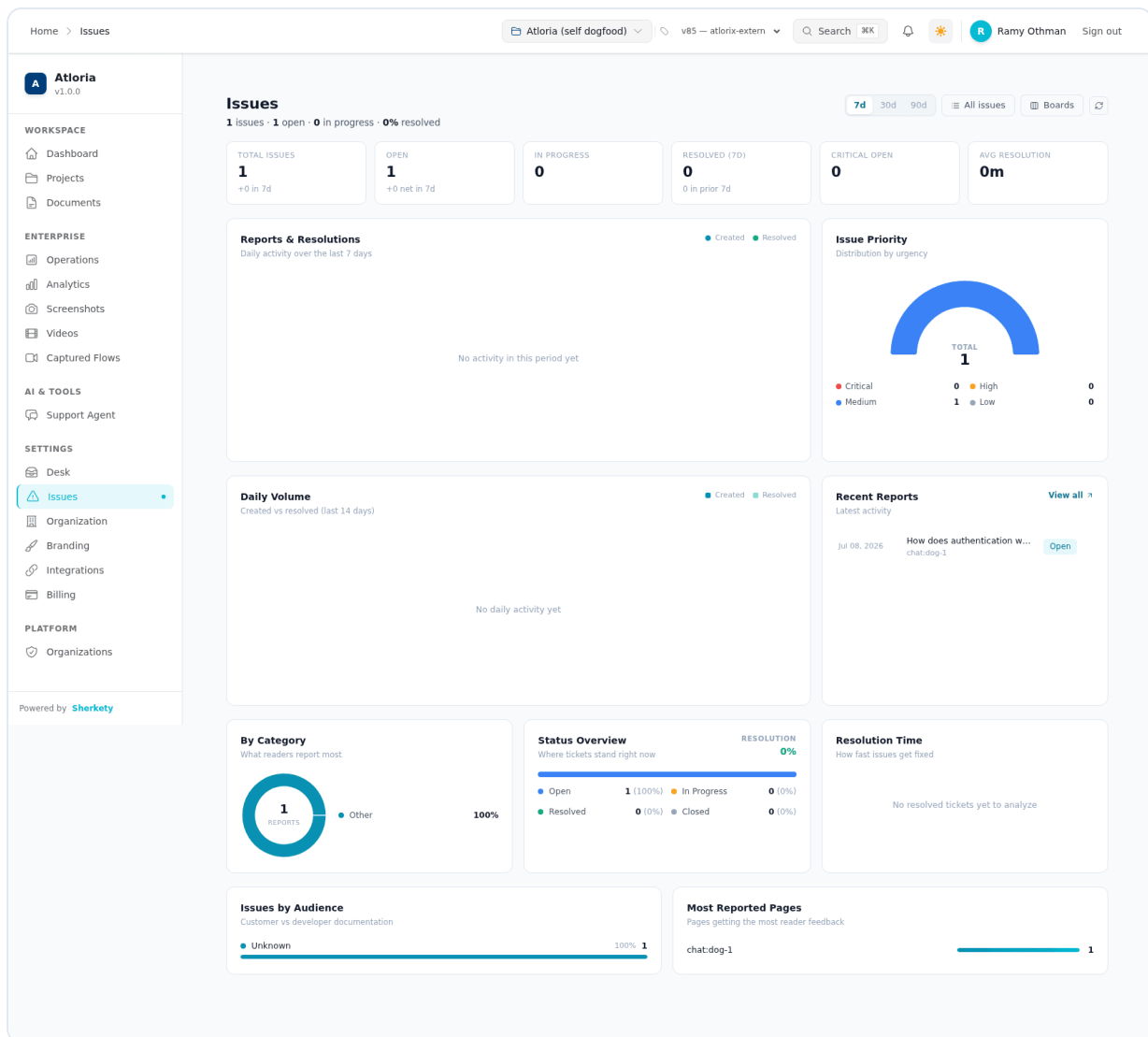
On Issues, **Time range** offers these reporting periods:

If you need to review...	Select
The last seven days	7d
The last 30 days	30d
The last 90 days	90d

Refresh reloads the chart and issue data. The overview can show No activity in this period yet ,

No daily activity yet , No priority data yet , No resolved tickets yet to analyze , Reported issues will appear here. , No category data yet , No audience data yet , OR No reported pages yet when

the corresponding area has no data.



The Issues overview presents 13 buttons, including the reporting-period and navigation controls described above. One visible control has no label.

In Desk, the thread workspace contains a Reply composer and an Internal note mode.

Internal note

keeps the note for your team. **Preview** changes to **Write** while the message preview is open.

With an empty composer, **Preview** and the send controls are disabled. The reply actions become available after text is entered; **Send & done** marks the thread done. **Attach** is disabled.

If no thread is open, Desk shows **No thread open** with keyboard guidance. A thread can show these

state controls: **Investigating**, **Waiting for customer**, **Paused**, and **Done**. A paused thread can show **Wake now**; a completed thread can show **Reopen**.

The next recovery procedure begins after you open a thread from the selected Desk queue.

Recover a thread from Desk

A Desk thread is a support item that you triage, communicate about, and move through a follow-up state. Use the queue that matches the work, then apply the action that matches the thread's current condition.

Prerequisites

- You have selected a Desk queue.
- You have opened the thread you need to handle.
- You know whether your message is for the customer or your team.

Steps

1. Select the Desk queue identified in [Find the recovery surface](#).
2. Select the thread in the list to open its workspace.
3. Choose the action that matches your purpose:

If you need to...	Select
Add a message for your team	Internal note
Check the customer-facing formatting before sending	Preview
Return from the preview to editing	Write
Send a customer reply	Send
Send a reply and finish the thread	Send & done
Move the thread into investigation	Investigating
Mark that you are waiting for the customer	Waiting for customer
Pause the thread for later	Paused
Mark the thread done	Done
Wake a paused thread	Wake now

If you need to...	Select
Reopen a completed thread	Reopen

4. If you select **Paused**, choose a snooze time from the menu:

If you want to resume...	Select
In one hour	1 hour
Tomorrow morning	Tomorrow 9:00
Next week	Next week

5. Choose the duplicate-dialog outcome:

If you need to...	Action
Mark the current thread as a duplicate	Enter a positive number in <code>Ticket # (e.g. 13)</code> , then select Merge into ticket .
Leave the duplicate action without merging	Select Cancel .

Result: The thread remains in Desk with the selected queue or state, and a completed duplicate merge removes the duplicate thread from the current list.

Handle common branches

Use the branch that matches what is on screen instead of repeating an action that does not apply.

Prerequisites

- You have opened Issues or Desk.
- You can read the empty-state, warning, or state label shown on the screen.

Steps

1. If the screen shows **No project selected**, select a project from the switcher and return to the Issues or Desk destination.
2. If Desk shows `No thread open` , select a thread from the list before using thread controls.

3. If Desk shows **Nothing here**, choose another queue; new threads land in **Triage** and **Needs first response**.

4. Select **Internal note** or **Send** when the thread shows **No email on file – the customer can only see this on their tracking page.** :

If the message is for...	Select
Your team only	Internal note
The customer	Review the thread, then select Send

5. If a paused thread shows **Wake now**, select it when work can resume.

6. If a completed thread shows **Reopen**, select it when the work needs to continue.

7. If a knowledge-gap card appears in **Triage** or **Needs first response**, select the **Draft with AI** control.

Result: The branch-specific control or alternate queue is on screen, and the thread remains in a state that matches the work you need to do.

When recovery goes wrong

Use the exact message on screen to decide whether to retry, restore a draft, or continue in the detailed issue procedure.

What appears	What to do
The action fails and the thread returns to its previous state	Confirm the previous state, then retry the action when the thread is ready.
Reply failed – restored your draft	Check the draft and retry Send or Send & done when the thread is ready.
Duplicate merge failed	Check the ticket number in Ticket # (e.g. 13) , then retry Merge into ticket .
Draft failed	Return to the knowledge-gap card and retry Draft with AI .
No activity in this period yet	Select another time range or select Refresh .

What appears	What to do
No reported pages yet	Select Refresh , then review the issue views when page reports are available.
Update failed	Follow Work with an issue to review the issue record's update controls.
Close failed	Follow Work with an issue to review the issue's close controls.
Failed to add comment	Follow Work with an issue to review the comment text and retry.
Could not remove	Follow Manage issue boards to review the board action.

For a failed draft, the recovery message is `Draft failed fallback; the server message replaces it when present`.

If the Issues overview remains in a loading or empty state, select **Refresh**.

Continue after recovery

After you diagnose the issue, continue with the page that owns the next action. A Desk recovery ends with the thread's selected state. A completed duplicate merge displays a confirmation that the source thread was merged into the selected ticket.

If you need to...	Continue with
Understand the Issues overview and its views	Issues overview
Work with one issue record	Work with an issue
Manage issue boards	Manage issue boards
Understand issue states and recovery	Issue states and recovery
Review the Desk work hub	Desk overview
Work from Desk	Work from Desk
Understand Desk states and actions	Desk states and actions
Get help with a problem that remains	Getting help
Check common product questions	FAQ

Result: You are at the detailed issue, board, Desk, or help page for the next recovery action.