

FAQ

September 15, 2026

Frequently asked questions

What these answers cover

This page answers common questions about the **Desk** and **Issues** surfaces. Use the **Desk** when you need to sort and follow support threads. Use **Issues** when you need to review reported-issue activity, navigate to all issues, or open issue boards.

If you need to...	Go to
Choose a support-thread queue or view	Find the right help surface
Understand a composer, status control, message, or empty state	Understand what you see
Recover from a failed reply, transition, merge, or Copilot request	Handle a problem
Continue to detailed Desk guidance	Desk overview
Continue to detailed Issues guidance	Issues overview or Issue states and recovery
Route a question or support request	Getting help
Read general error guidance	General error messages

Before you start

A selected project determines the project context for both surfaces. The Desk page uses the project context for its support threads, and the Issues page scopes its statistics to that project.

Prerequisites

- Know which project you need to review.
- Decide whether your question concerns support-thread work or reported-issue work.

Find the right help surface

Open the listed surface and select the control that matches your need.

Prerequisites

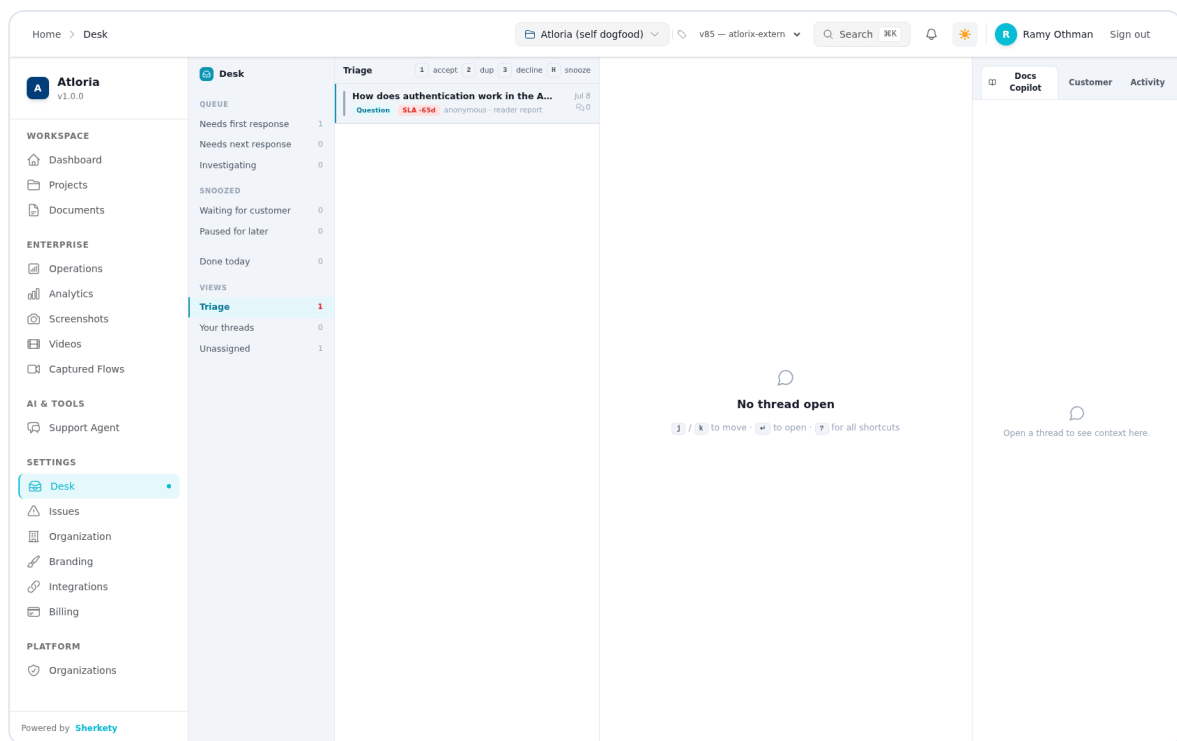
- Know whether you need a support-thread queue or issue statistics.
- Know the project you want to review.

Steps

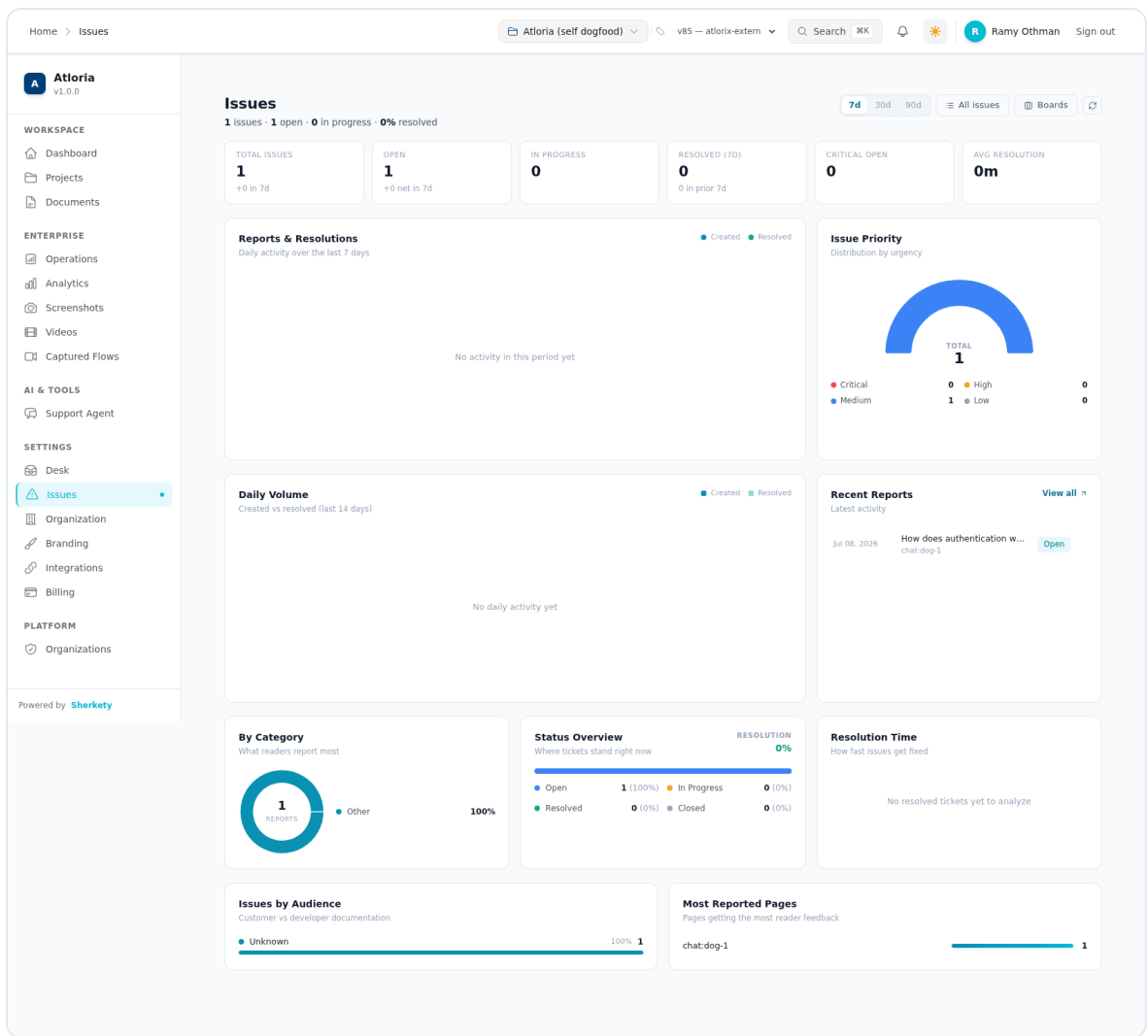
1. Choose the row that matches your need, then select its next control.

If you need to...	Surface	Next control
Work on threads needing an initial reply	Desk	Needs first response
Work on threads needing another reply	Desk	Needs next response
Review investigation work	Desk	Investigating
Review threads waiting for the customer	Desk	Waiting for customer
Review work paused for later	Desk	Paused for later
Review threads completed today	Desk	Done today
Review the triage view	Desk	Triage
Review your threads	Desk	Your threads
Review unassigned threads	Desk	Unassigned
Get documentation assistance	Desk	Docs Copilot
Review customer information	Desk	Customer
Review thread activity	Desk	Activity
Review the seven-day period	Issues	7d
Review the thirty-day period	Issues	30d
Review the ninety-day period	Issues	90d
Open the complete issue list	Issues	All issues
Open issue boards	Issues	Boards
Request a fresh statistics view	Issues	Refresh
Open the complete list from recent reports	Issues	View all

For Desk rows, use the Desk controls shown here.



For Issues rows, use the period and destination controls shown here.



Result: The selected Desk or Issues surface is on screen with its next control ready.

Understand what you see

On the Desk, use queue choices, the thread composer, status choices, and supporting context to decide what to do with a thread. In Issues, use period choices and charts to summarise reported issues.

The Desk can use a reply composer, an internal-note composer, and a numeric ticket field for duplicate handling. The Issues surface provides a **Time range** choice with 7d , 30d , and 90d .

When you are looking at...	Look for...
A customer reply	The reply composer and Send or Send & done
A team-only note	Internal note

When you are looking at...	Look for...
A draft preview	Preview or Write
A paused thread	Wake now
A completed thread	Reopen
Duplicate handling	Cancel , Merge into ticket , and the numeric ticket field
Documentation assistance	Ask , Add to composer , or Draft this article

The following conditions change what appears:

- When no project is selected, the Desk can present "No project selected" and "Pick a project from the switcher to open the Desk."
- When no thread is selected, the Desk can present "No thread open" with keyboard guidance.
- When no reporter email is available and internal-note mode is off, the Desk can present "No email on file — the customer can only see this on their tracking page."
- When the composer is empty or sending, **Send** and **Send & done** are disabled.
- When the composer is empty, **Preview** is disabled.
- When a thread is paused, **Wake now** can appear. When a thread is done, **Reopen** can appear.
- While Issues data is loading, chart areas can show loading placeholders. Empty chart messages depend on the returned data.
- When no project is selected, Issues can present "No project selected" and "Pick a project from the switcher to see its reported issues."

If the chart has no matching data...	Message
The selected period has no activity	"No activity in this period yet"
The daily chart has no activity	"No daily activity yet"
No category data is available	"No category data yet"
No audience data is available	"No audience data yet"
No reported-page data is available	"No reported pages yet"

Attach is disabled on the Desk.

When a message blocks the next action, use [Handle a problem](#).

Handle a problem

Use the message on screen to choose the recovery route. A failed reply can restore the

draft, a failed Desk action can revert the local thread state, and a failed duplicate merge or Copilot request can report an error instead of completing the action.

If the screen presents...	What to do
"Reply failed — restored your draft"	Review the restored draft and retry the reply.
"Duplicate merge failed"	Review the duplicate target and retry the merge.
"The action could not be completed and was reverted."	Review the thread and retry the action.
"Ask failed"	Review the Copilot question and retry it.
"Draft failed"	Retry the article draft request.

Prerequisites

- Know which action produced the message.
- Keep the original reply text available when retrying a reply.

Steps

1. Read the complete message on screen.
2. Use the message text on screen to choose the matching row in the recovery table.
3. Follow that row's recovery instruction.
4. If the action still does not complete, open Common issues and solutions or Getting help.

Result: You have either retried the relevant action or moved to the detailed recovery path for the problem.

Choose what to do next

Use the destination controls when the answer points beyond the current statistics surface. **All issues**, **Boards**, and **View all** are the visible Issues routes for continuing issue work.

Steps

1. Choose the next destination that matches your work.

If you need to...	Select or open
Continue with the complete issue list	All issues
Continue with issue boards	Boards
Continue from a recent-reports area	View all
Continue detailed Desk work	Desk overview
Continue detailed issue recovery	Issue states and recovery
Read general error guidance	General error messages
Route a product question or support request	Getting help

Result: You are on the destination that owns the next detailed task or recovery question.