

Perform Bulk Action on tickets in Freshdesk



Bulk Action is used to perform set of actions to a number of tickets at a time. It also allows a bulk reply using a canned response or attached files or a common reply for these tickets. Unless tickets are selected Bulk Actions button will be disabled.

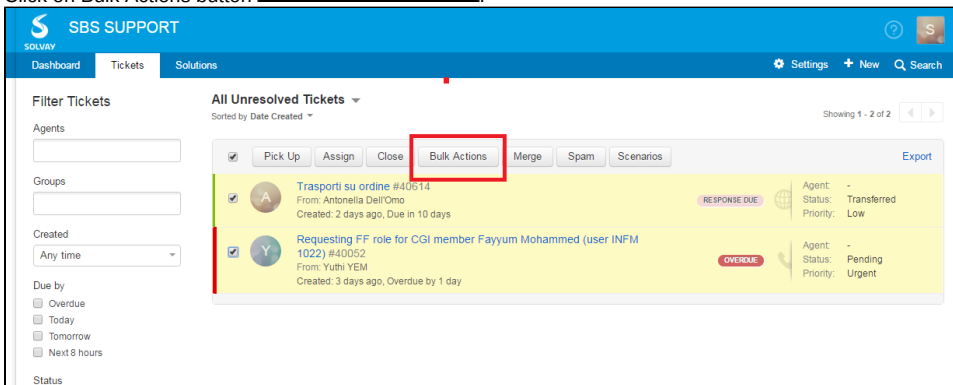
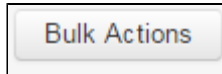
Step-by-step guide

1. Log into the Freshdesk Agent Portal.

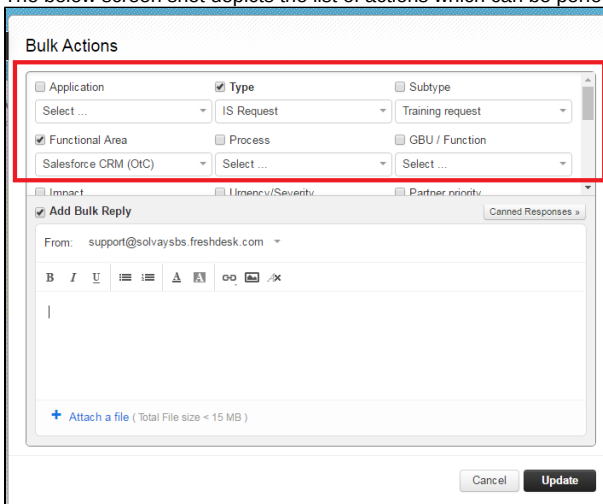
2. From Ticket Dashboard, Select the tickets on which Action is to be performed using the checkbox



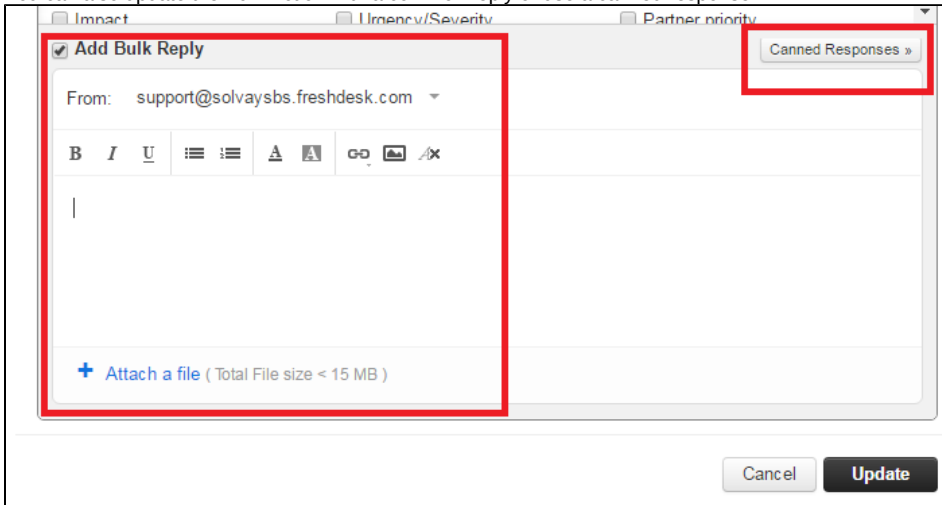
3. Click on Bulk Actions button



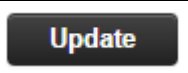
4. The below screen shot depicts the list of actions which can be performed.



5. You can also update the Bulk Action with a common reply or use a canned response.



The screenshot shows the 'Add Bulk Reply' section of the Freshdesk Bulk Action interface. A red box highlights the 'Add Bulk Reply' header, the 'From' field (support@solvaysbs.freshdesk.com), the rich text editor with formatting tools (Bold, Italic, Underline, Bulleted List, Numbered List, Text Color, Background Color, Link, Image, Unlink), and the 'Attach a file' button. Another red box highlights the 'Canned Responses »' dropdown menu. At the bottom right, there are 'Cancel' and 'Update' buttons.

6. After selecting the bulk actions and providing the reply use the update  button to apply

Related articles

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- [How to create a ticket for Freshdesk admin team](#)
- [Stellar-OB-007-Freshdesk status](#)
- [What are the types of Freshdesk Statuses](#)
- [Setup a Canned Response in Freshdesk](#)