



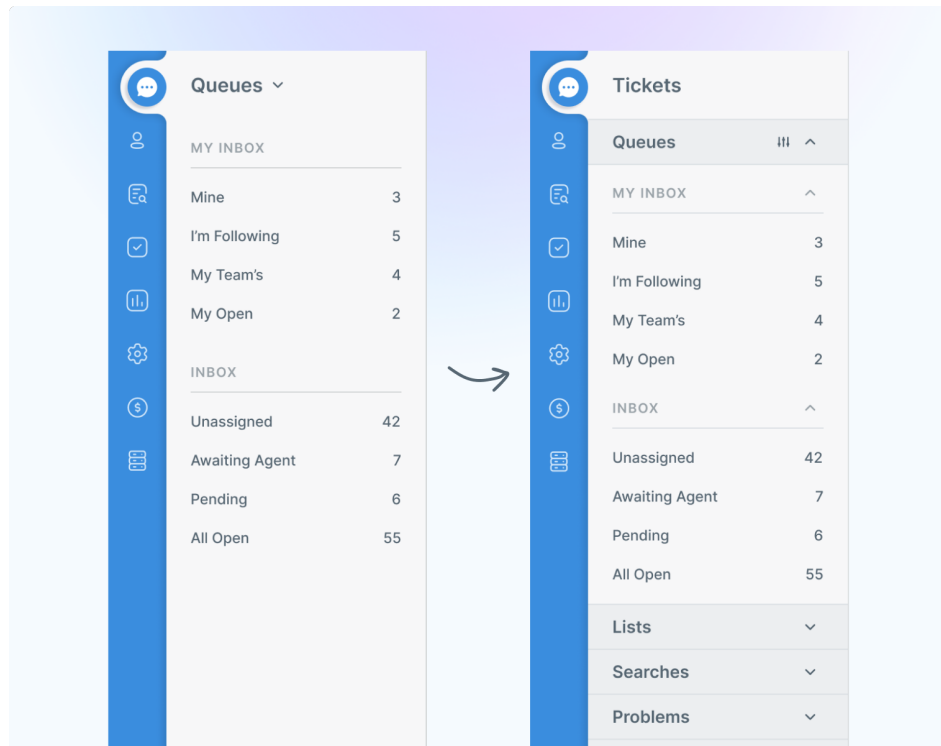
[Product](#) > [Product \(Agent\)](#) > [Access all your ticketing features easily](#) < [الاخبار](#)

## Access all your ticketing features easily

([Product \(Agent\)](#) - (0) [تعليقات](#) - Lara Proud - 2022-08-30

We've unified the different Navigation Panel features to make it easier to access and locate your Tickets in the helpdesk

All the tools on the Navigation Panel in the Ticketing interface, Queues, Lists, Search, Problems, Stars, and .Labels, have been changed from dropdowns into accordions



This design aims to simplify navigating tickets with easily expandable and collapsible sections; to make providing support more efficient. Keep the accordions open or closed as needed, depending on your preferences