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Agent Interface Improved

Product - (۰) تعليقات - Ben Henley - 2014-08-28

We're pleased to announce that we're launching an improved DeskPRO agent interface. We've simplified in some areas and added options in others, all with the goal of making life .easier for your agents

The core goal of the redesign is to make the interface more flexible, by allowing agents to show and hide the different panes. While you could already toggle panes on and off, the .new system is simpler and smarter

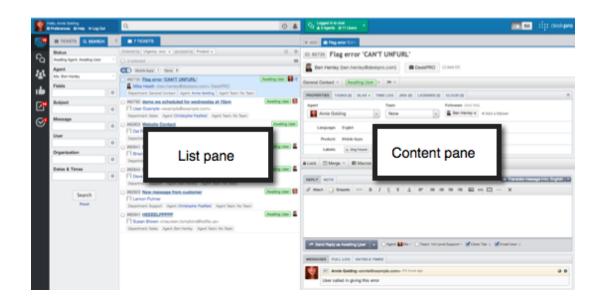
You'll still be able to use DeskPRO in the familiar 3-pane view, but the new interface :delivers the following benefits

.Better support for devices with smaller screens •
.Easier to hide information you don't need and focus on getting work done •
.Faster to move through the tickets in a particular filter •

The left-hand **filter pane is now collapsible**. When collapsed, it will expand when you .mouse over it, so you can have quick access to your filters without taking up screen width

TICKETS Q SEARCH			
AWAITING AGENT 0 19 ON HOLD	Ordered by Urgency DESC V grouped by None V		
My Tickets	O selected		
 Tickets I Follow 	#82735 Turbo encabulator misfire Awaiting Agent 5 Susan Heim <sheim@example.net> DeskPRO</sheim@example.net>		
 My Team's Tickets 	Department: General Contact Agent: Ben Henley		
Unassigned Tickets			
 All Tickets 20 	*		

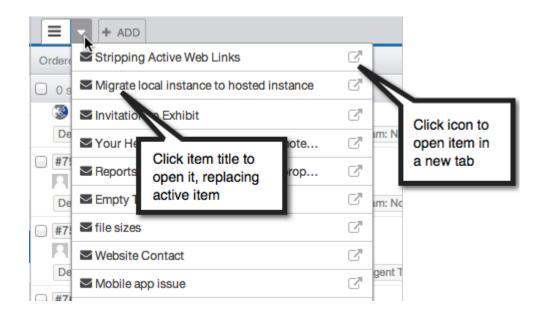
If you want the filter pane to stay expanded like it did before, just click the lock icon. The rest of the interface can now be toggled between a 2-column and 1-column view In the default **2-column view**, the list pane and content pane are separate



column view combines the list and content panes. In this view, selecting a tab displays-**1** .its contents across the entire column

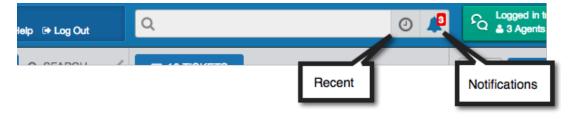
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Ø.	PILTERS O	Agent Team Followers (Add Me) Agent Team Followers (Add Me) Annie Golding v None w Eine Henley x 40 Add a follower					
ଙ	Click to create a new filter SLAs	Language: English					
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	Manual SLA 2 💿 💿 💽	Lock III Merge * El Macros * Gl'Actions * It' Export to JIRA					
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.In 1-column view, you can see the list of items from the active filter using the item icon .The pull-down next to it gives you quick access to all the items in the list



Along with the changes to the panes, we've moved the toolbar search bar to a more central position, reflecting that it now offers improved, full-text search due to <u>Elasticsearch</u> .support

.We've also integrated the $\ensuremath{\textbf{Recent}}$ and $\ensuremath{\textbf{Notifications}}$ buttons into the search bar



.The **Create** button is replaced with a more logically placed **Add** control in the tab bar

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You'll find that new items are now created as tabs, not in a separate pop-up window. We appreciate that in some situations the pop-up had its advantages, such as when you are creating a linked ticket from a chat log and want to see both items. We're working on .further improving the new interface to handle those cases

The table view in the list pane - accessed from the icon - has been improved. Now :instead of opening in a new window, the view loads in place

Ordered by Urgency DESC v grouped	by Product 🛩			:= ¢
0 selected				5
All 7 Mobile Apps 1 None 6				
Subject	User	Department Ag	jent	Date Created
#83036 Query about inquiry	Annie	General	Awaiting Agent 7	an hour ago
#82735 Issue with problem	Susan	General	Awaiting Agent 6	21 days ago
#119 Help me please	Rockergrrl	Sales	Awaiting User	13 days ago
#82803 Website Contact	Quintin	Sales	Awaiting User	16 days ago
#82841 RE: Need some help?	Mike Ham	Support	Awaiting User	14 days ago
#82941 Demo Schedule	Herman	Sales	Awaiting User	8 days ago
#83003 Problem with issue	Uriel	General	Awaiting Agent 1	2 days ago

You can still export details of tickets in CSV format: it's now available from the the bottom of the pane