



[Product](#) > [Improved Ticket Layout](#) < [الاخبار](#)

## Improved Ticket Layout

[Product](#) - [تعليقات \(.\)](#) - Chris Padfield - 2013-03-21

We have improved the layout of the ticket view in the agent interface. We have removed superfluous sections, and made certain sections cleaner and easier to use

The screenshot shows a ticket view for 'Example Ticket' with ID 82. The interface is clean and organized. At the top, there's a header with the ticket title and ID. Below that, the agent's name 'Bishop, Gregory (greg@example.com)' is displayed, along with a 'Add CC's...' button. Two other email addresses, 'jane@example.com' and 'tom@example.com', are listed as contacts. The status bar shows 'Sales > Sales A', 'Awaiting Agent', a count of '1', and a red flag icon. The main section is titled 'PROPERTIES' and contains fields for 'Agent' (Christopher Nadeau), 'Team' (Support Managers), and 'Followers' (John Doe). Below these are 'Priority: High Priority' and 'Labels: example-label'. At the bottom, there's a toolbar with icons for 'Lock', 'Merge', 'Macros', 'Remove', and 'Actions'. The bottom-most section is labeled 'REPLY' and 'NOTE'.

- [البيانات](#)
- [layout-20130320](#)
- [build-251](#)