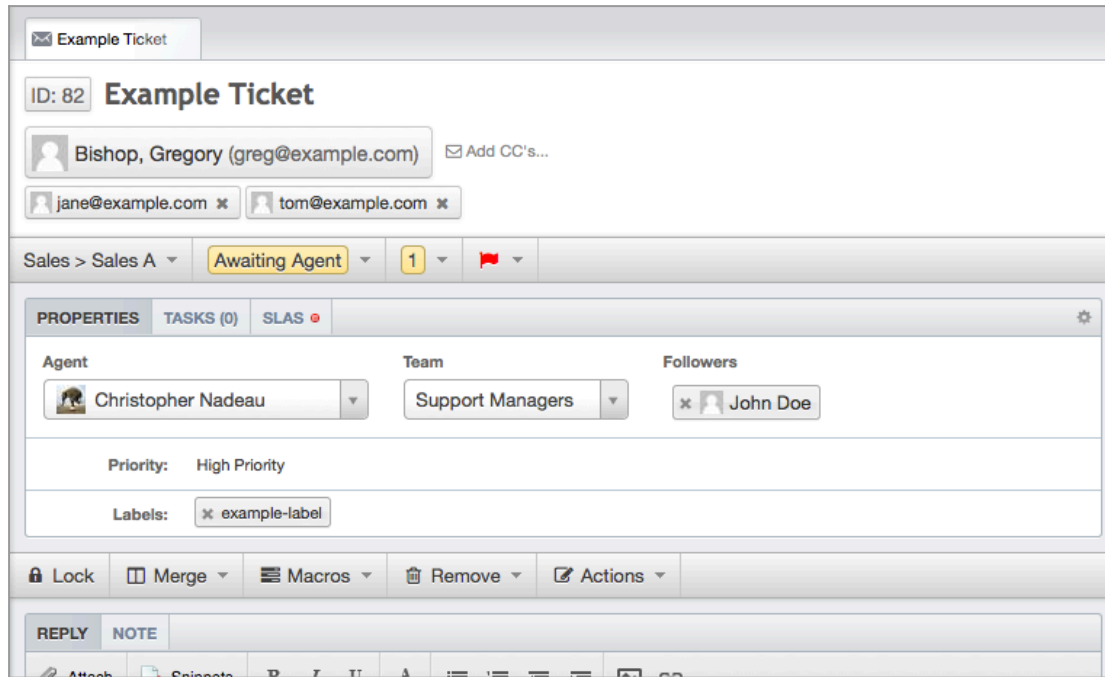


Improved Ticket Layout

[Product](#) - [تعليقات \(٠\)](#) - 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 the 'Example Ticket' view in the Deskpro agent interface. At the top, there's a header bar with 'Example Ticket' and a close button. Below this, the ticket ID '82' is displayed next to the title 'Example Ticket'. The assignee is 'Bishop, Gregory (greg@example.com)' with an 'Add CC's...' link. Below the assignee, there are two additional email addresses: 'jane@example.com' and 'tom@example.com', each with a close button. The ticket status is 'Awaiting Agent' with a dropdown arrow, and a counter shows '1' with a dropdown arrow. A red flag icon is also present. The main section is divided into tabs: 'PROPERTIES', 'TASKS (0)', and 'SLAS'. The 'PROPERTIES' tab is active, showing fields for 'Agent' (Christopher Nadeau), 'Team' (Support Managers), and 'Followers' (John Doe). Below these, the 'Priority' is set to 'High Priority' and 'Labels' include 'example-label'. At the bottom, there's a toolbar with icons for 'Lock', 'Merge', 'Macros', 'Remove', and 'Actions'. The bottom-most section is a 'REPLY' and 'NOTE' area with a text input field and a 'Send' button.

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