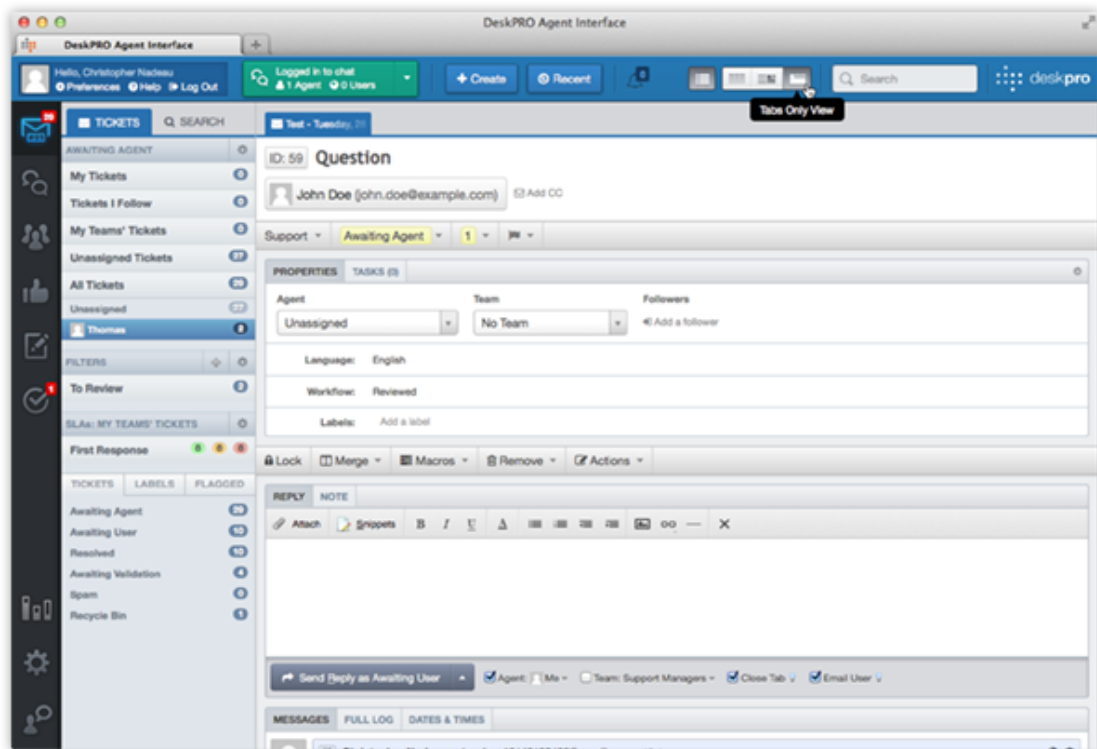


## Updated agent interface

2013-06-11 - Christopher Nadeau - [تعليقات \(.\)](#) - [Product](#)

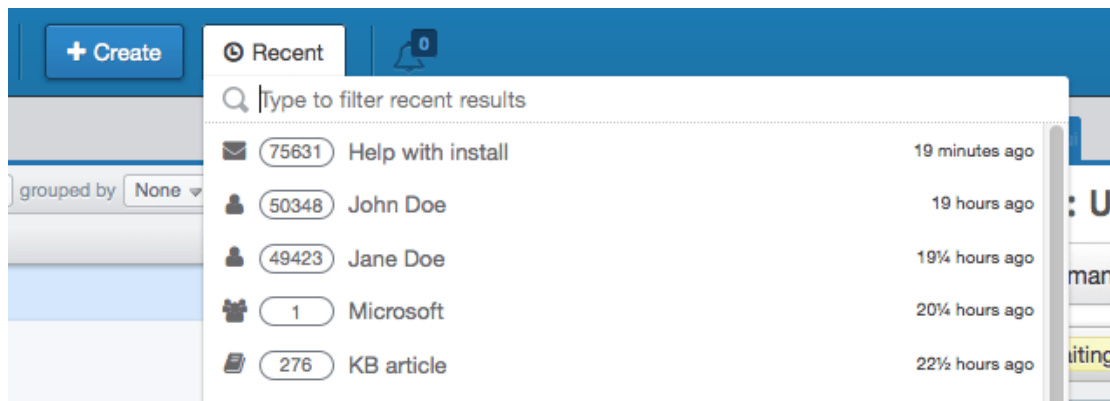
.The Agent Interface has been updated with a new header bar and improved navigation



In the header the new View Mode buttons let you toggle the visibility of the three panes. Users on smaller screens can now work comfortably by hiding panes that they are not using



.The new Recent menu makes it easy to find tabs you have viewed recently and also search through them



.Tickets, CRM, Publish and Feedback now have new "Search" tabs to make it easier to submit specific searches

A screenshot of a 'SEARCH' tab interface for Tickets. The interface has a dark sidebar on the left with icons for Tickets (19), CRM, Publish, Feedback (5), and a checkmark (1). The main content area has a 'TICKETS' tab and a 'SEARCH' tab. The 'SEARCH' tab is active and shows a form with the following fields:

- Status: Awaiting Agent, Awaiting User
- Agent: Me
- Ticket Field: [Empty field]
- Subject: Upgrade
- Message: [Empty field]
- User: [Empty field]
- Organization: [Empty field]
- Dates & Times: [Empty field]

Each field has a settings gear icon to its right. A 'Search' button is located at the bottom of the form.