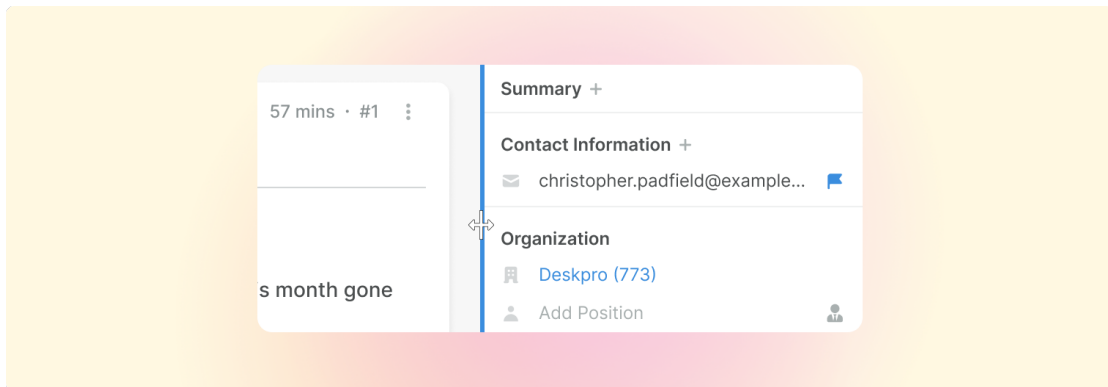


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We have increased the flexibility of the interface with resizable panels

([Product \(Agent\)](#) - [تعليقات \(.\)](#)) - Lara Proud - 2022-10-10

We've developed several exciting UI improvements that enhance the flexibility of Deskpro's interface. We wanted to make even more aspects of the helpdesk adjustable to provide a dynamic and customizable helpdesk platform that can fit each agent's preferences.



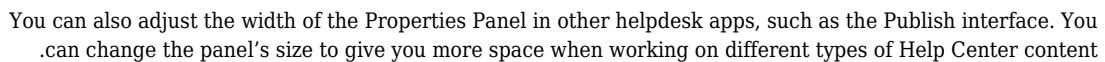
Resizing different columns in the interface is simple just hover over the side of the panel, your cursor will become a resizer, and the line will show a blue hover state to indicate that you can adjust it.

Then drag and drop the column to the width you want. Plus, the panels have a set default minimum width, so can return to their original size easily.

Simultaneously adjust the Properties Panel and User Profile

You can now change the size of the ticket message by adjusting the width of the Ticket Properties Panel and the User Profile at once. We have added the ability to resize these columns to give you choices over your workspace.

In the Tickets app, when you select either the Properties Panel or User Profile both columns will become active and can be adjusted to give you the desired working space on a ticket.



We have also added the ability to resize your global apps when locked onto the right-hand side of the interface. Whether or not other panels are in view, the global apps are resized independently of the other panels in the .interface and each other

Tickets

Queues

MY INBOX

Mine

I'm Following

My Team's

My Pending

My Labelled

Starred

INBOX

Unassigned

Pending

SLA Failed

Unassigned

Labeled

Open Problem

All Open

VIP AWAITING AGENT

Lists

Search

Problems (6)

My Stars

Labels

Change payment information

Agent

Team

Followers

+ Add

Next event

Agatha Barile

agathabarile@example.com

+ Add

Ref

ZLRY4282-WDP

Brand

221B Energy Department™

Customer Support - USA

Language

English

What are you hoping to get in touch about?

Updating an existing account

Account Number

Add

Hi,

I need to update my billing information because my card has expired. I can't find where to do this can you help me?

Thanks,

Agatha

221B ENERGY

AGATHA BARILE

@James Moriarty can you send Agatha this guide about updating her billing information:
[https://221Benergy.deskpro.com/en-US/guides/getting-up-your-account/add-your-billing-information](#)

Hi Agatha,

I can update your details for you if you let me know what needs to be changed, or you can update them yourself from your User account. This page will explain how you can do that:
[https://221Benergy.deskpro.com/en-US/guides/getting-up-your-account/add-your-billing-information](#)

If you need any more help to do let me know!

James Moriarty

Email Note SMS WhatsApp Forward

Write a message...

Notifications

New (3) Dismissed

(Hannah Scott) Agent to Hannah Scott

240 Payment methods

Mercedes Smith - msmith@adobe.com · 3 days

(Hannah Scott) Status to Resolved

244 Hannah Scott - hannah.sco... · 1 min

New agent note by joell

Chat follow up

Audrey Merivale - audreym@adobe.com · 1 min

New agent note by joell

joell - joell.jenkins@adobe.com · 2 mos

joell - joell.jenkins@adobe.com · 2 mos

(Alexia Burvin) Status to Resolved

244 Alexia Burvin - alexia.bur... · 5 days

Alexia Burvin - alexia.burvin@adobe.com · 4 wks

Search

sherlock

Tickets (3)

Hi

Mycroft Holmes - mycroft.holmes@adobe.com · 1 yr

I would like to change my tariff

Sherlock Holmes - sherlock.holmes@adobe.com · 10 mos

Sherlock Holmes - sherlock.holmes@adobe.com · 10 mos

Sherlock Holmes - sherlock.holmes@adobe.com · 10 mos

Sherlock Holmes - sherlock.holmes@adobe.com · 10 mos

Be New Approval: User Application for Solar Trial (S) : Sat

Sarah L'Heureux - sarah.lheureux@designops.com · 11 mos

CSM (1)

Sherlock Holmes - sherlock.holmes@adobe.com · 3

Tasks (4)

Reset Sherlock Holmes' Password

Reset Sherlock Holmes' password

Reset Sherlock Holmes' password

Update billing information for Sherlock Holmes

Apr 6, 2022, 3:17 PM