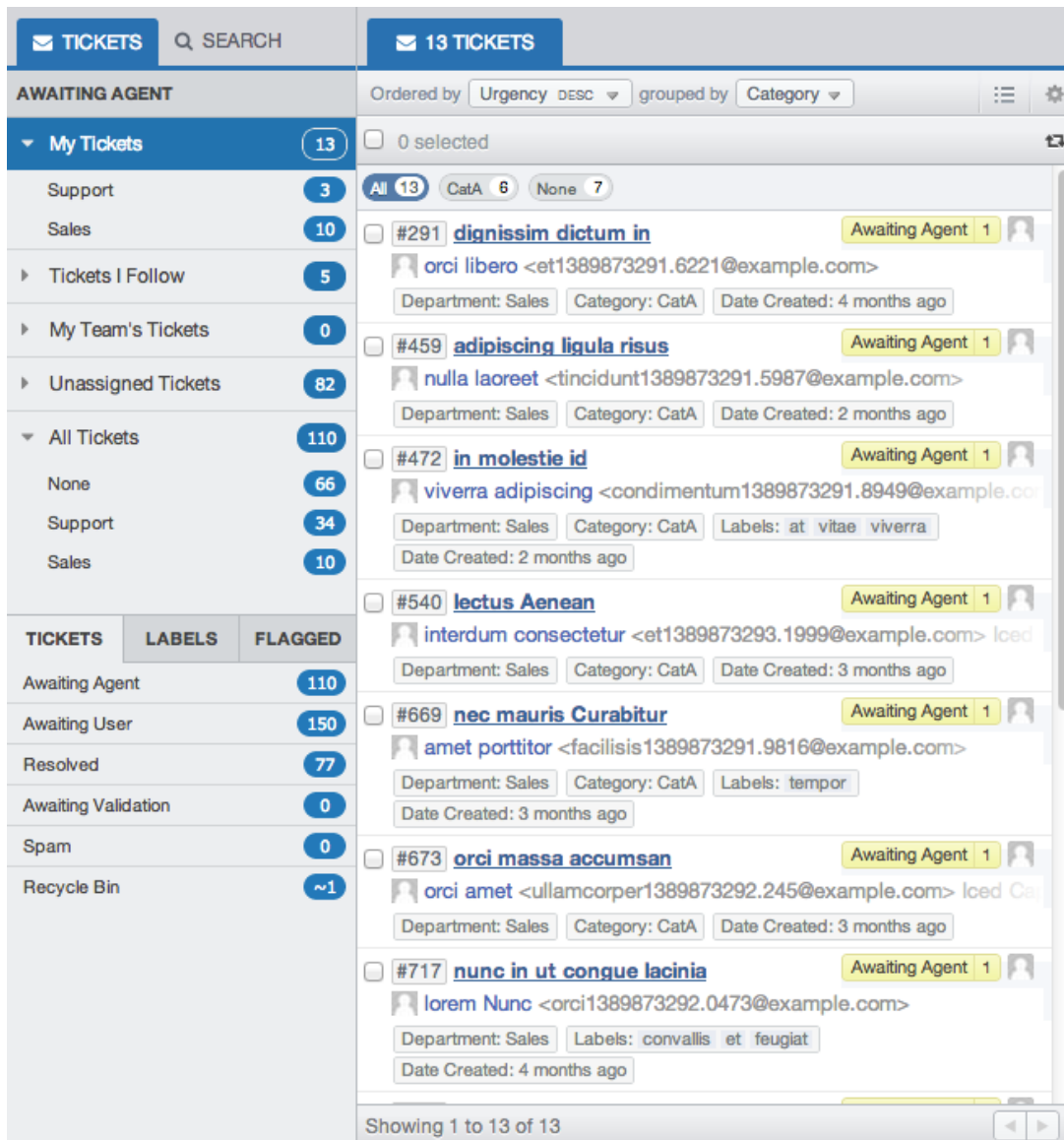


## Improved Ticket List

2014-03-05 - Christopher Nadeau - Comments (2) - Product

In DeskPRO #317, a lot of work has gone in to making the ticket list faster and smoother.



The screenshot displays the Deskpro ticket management interface. On the left is a sidebar with navigation options and filters. The main area shows a list of 13 tickets, each with a checkbox, ID, subject, email, department, category, date created, and agent status.

TICKETS	LABELS	FLAGGED
Awaiting Agent		110
Awaiting User		150
Resolved		77
Awaiting Validation		0
Spam		0
Recycle Bin		~1

Order	ID	Subject	Email	Department	Category	Date Created	Agent
<input type="checkbox"/>	#291	dignissim dictum in	et1389873291.6221@example.com	Sales	CatA	4 months ago	Awaiting Agent 1
<input type="checkbox"/>	#459	adipiscing ligula risus	tincidunt1389873291.5987@example.com	Sales	CatA	2 months ago	Awaiting Agent 1
<input type="checkbox"/>	#472	in molestie id	condimentum1389873291.8949@example.com	Sales	CatA	2 months ago	Awaiting Agent 1
<input type="checkbox"/>	#540	lectus Aenean	et1389873293.1999@example.com	Sales	CatA	3 months ago	Awaiting Agent 1
<input type="checkbox"/>	#669	nec mauris Curabitur	facilisis1389873291.9816@example.com	Sales	CatA	3 months ago	Awaiting Agent 1
<input type="checkbox"/>	#673	orci massa accumsan	ullamcorper1389873292.245@example.com	Sales	CatA	3 months ago	Awaiting Agent 1
<input type="checkbox"/>	#717	nunc in ut congue lacinia	orci1389873292.0473@example.com	Sales	CatA	4 months ago	Awaiting Agent 1

Showing 1 to 13 of 13

### Faster real-time updating

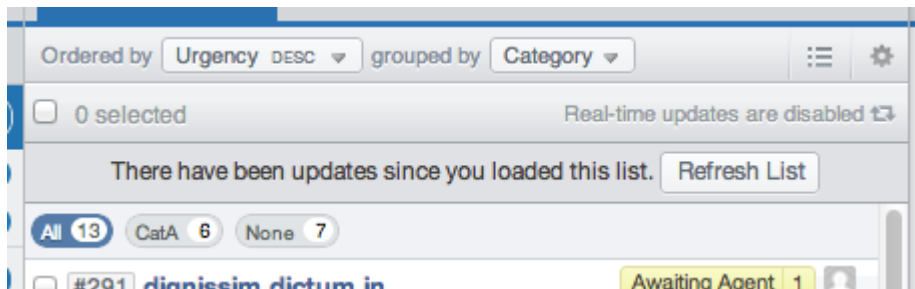
The list now responds to changes faster and more accurately. Tickets are added and removed from filter results in near real-time. No more distracting loading screens.

## Correct sort order

As new tickets are added or updated in real-time, their position within the list is kept accurate. For example, if you are sorting by urgency and the ticket urgency changes, the position of the ticket in the list will change as well.

## Pausing real-time updates

It is now possible to completely pause real-time updates by clicking the icon near the top right of the list. If a change happens while the list is paused, DeskPRO will show you a notice:



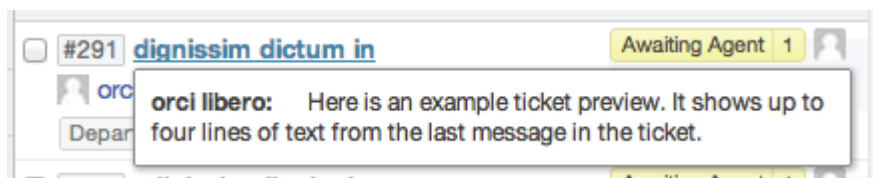
## Real-time updates with mass actions

While working with mass actions, DeskPRO enters a “limited” real-time update mode. Ticket properties are kept up-to-date in the list and tickets are automatically removed, but no new tickets are added.

This means the list you are working on stays the same so long as you have mass actions open. It makes it easier to work with mass actions on busy helpdesks where other agents may be interacting with tickets at the same time as you are trying to perform mass actions.

## Ticket Previews

Hover your mouse over a ticket subject link and a preview tooltip appears:



Comments (2)

Comments (2)

**Tommy Jackson**

10 let nazpět

Good to see pictures and additional information regarding the update. Sometimes the release notes are less informative.

**Keith DeWald**

10 let nazpět

Very nice improvements. Now if only there were a first-page last-page capability. << < 3 > >> would be nice. << < 1 2 3 4 .... 17 > >> would be even nicer.