

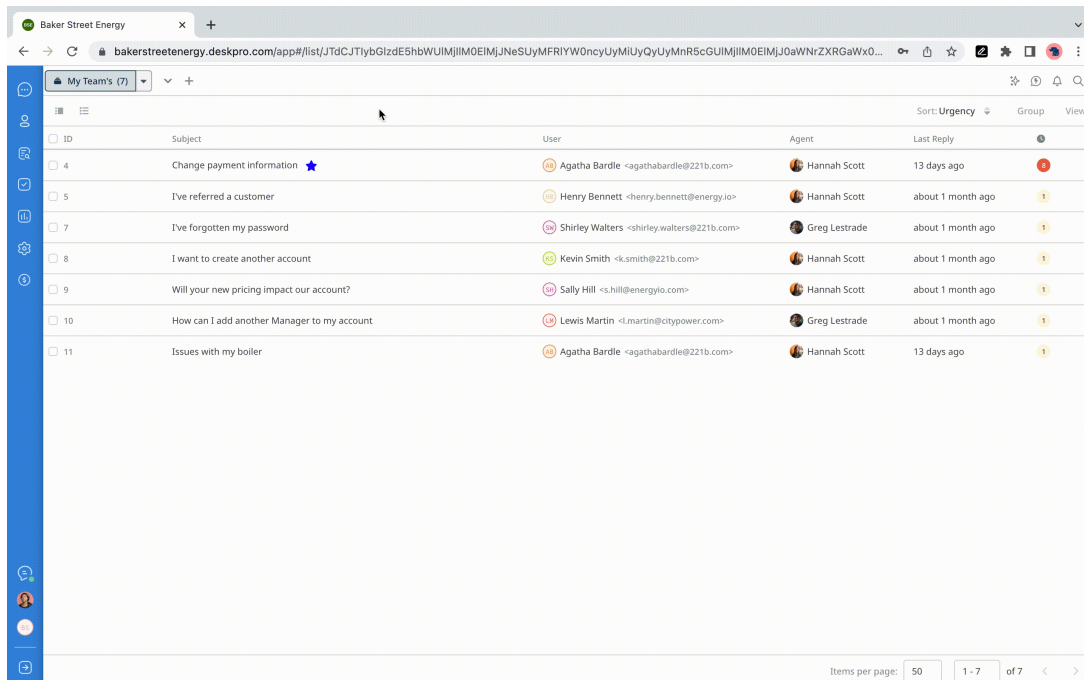
We have optimized ticket loading speed

2022-09-28 - Lara Proud - Comments (0) - Product (Agent)

We have optimized ticket loading speeds to improve your overall experience in the helpdesk, as data in a ticket will render much faster.

We have been working hard to improve how data gets handled to ensure that when information is already visible, for example, data seen in the ticket queue, it will be instantly rendered when you open one of the tickets. This was achieved by pre-caching this information, reducing the need for it to reload the same data again once a ticket gets selected.

To highlight the difference our work has made, this was the previous loading speed:



ID	Subject	User	Agent	Last Reply
4	Change payment information	Agatha Bardle <agathabardle@221b.com>	Hannah Scott	13 days ago
5	I've referred a customer	Henry Bennett <henry.bennett@energy.io>	Hannah Scott	about 1 month ago
7	I've forgotten my password	Shirley Walters <shirley.walters@221b.com>	Greg Lestrade	about 1 month ago
8	I want to create another account	Kevin Smith <k.smith@221b.com>	Hannah Scott	about 1 month ago
9	Will your new pricing impact our account?	Sally Hill <s.hill@energyio.com>	Hannah Scott	about 1 month ago
10	How can I add another Manager to my account	Lewis Martin <l.martin@citypower.com>	Greg Lestrade	about 1 month ago
11	Issues with my boiler	Agatha Bardle <agathabardle@221b.com>	Hannah Scott	13 days ago

Tickets will now render more efficiently, giving you a smoother experience. Here is the improved ticket rendering speed:

