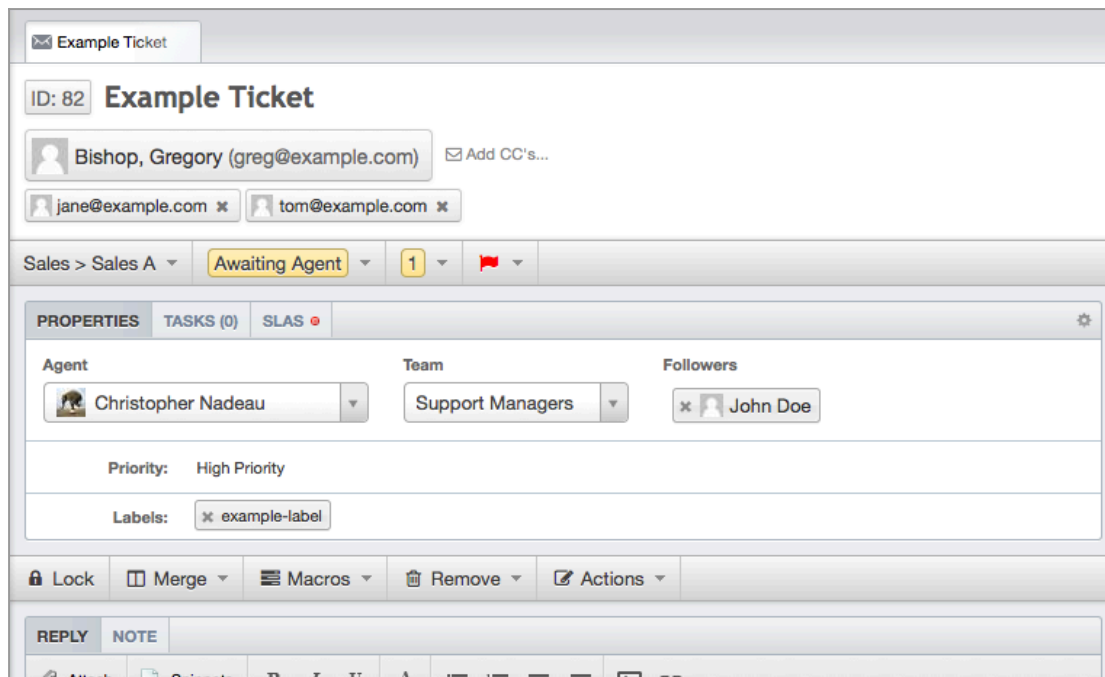


## Improved Ticket Layout

2013-03-21 - Chris Padfield - [Kommentarer \(0\)](#) - [Product](#)

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 displays the 'Example Ticket' interface in Deskpro. At the top, there's a header bar with 'Example Ticket'. Below it, the ticket ID '82' is shown next to the title 'Example Ticket'. The primary contact is 'Bishop, Gregory (greg@example.com)', with an 'Add CC's...' link. Two additional email addresses, 'jane@example.com' and 'tom@example.com', are listed below. A navigation bar shows 'Sales > Sales A' and a status of 'Awaiting Agent' with a count of '1' and a red flag icon. The main section is titled 'PROPERTIES' and includes tabs for 'TASKS (0)' and 'SLAS'. It features three columns: 'Agent' (Christopher Nadeau), 'Team' (Support Managers), and 'Followers' (John Doe). Below these are fields for 'Priority: High Priority' and 'Labels: example-label'. A toolbar at the bottom of the properties section contains icons for 'Lock', 'Merge', 'Macros', 'Remove', and 'Actions'. The bottom of the interface shows a 'REPLY' and 'NOTE' section with a rich text editor toolbar.

- Mærkater
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