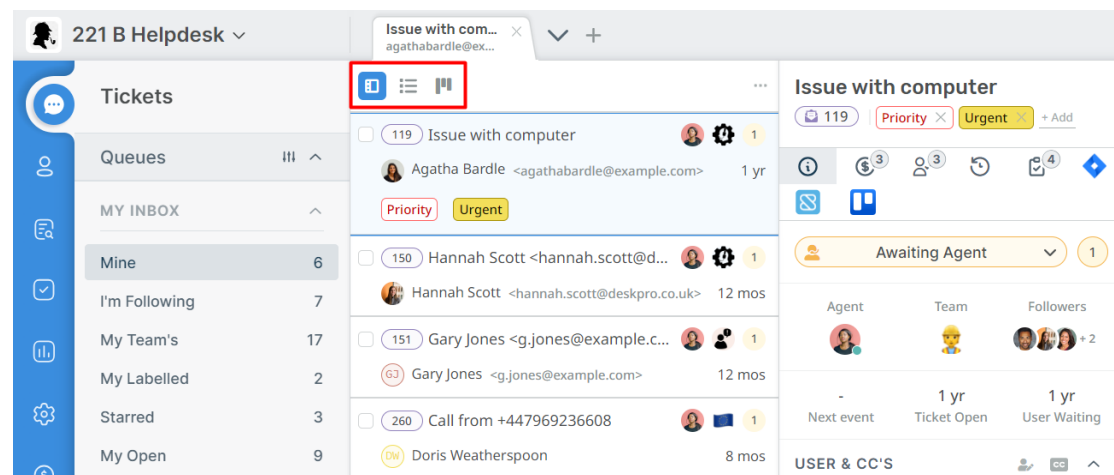


# Why is part of the Agent Interface out of view?

Lara Proud - 2023-06-08 - [Kommentare \(0\)](#) - [Agent](#)

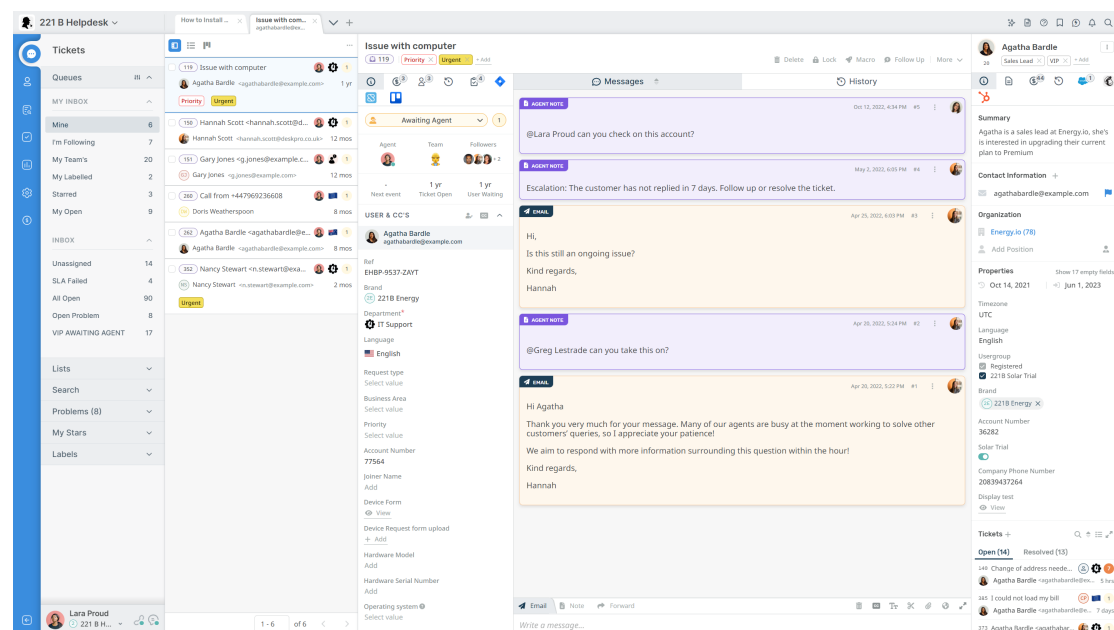
You can change how the Agent Interface appears for your account, this will vary between Agents depending on your viewing preferences. If you find yourself in a view you don't want to use you can easily switch to a different option from the top left of the ticketing interface:



The viewing options available are as follows:

## Dual View

Dual View shows the Tickets in a Queue in a separate view column, you can edit the fields that appear on the cards to provide you with a clear overview of the tickets alongside an open ticket and you can easily navigate between tickets from here by choosing different tickets from the list.



You can resize the width of the column of ticket cards, and the width you set will be remembered as your preferred layout.

### Table View

Table View presents the tickets in an adjustable table where all the tickets are listed across the width of the interface. Clicking on a ticket in this view will open it in front of the ticket list.

221 B Helpdesk

Tickets

Queues

MY INBOX

Mine

I'm Following

My Team's

My Labelled

Starred

My Open

INBOX

Unassigned

SLA Failed

All Open

Open Problem

VIP-AWAITING AGENT

Lists

Search

Problems (8)

My Stars

Labels

Issue with com...  
agathabardie@ex...

Sort: ID

Group

View

| ID  | Subject                                  | Agent      | User                                      | Date Last Reply | Ref             |
|-----|--|------------|---|-----------------|-----------------|
| 119 | Issue with computer                      | Lara Proud | Agatha Bardle <agathabardle@example.com>  | 1 yr            | EHBP-9537-ZAWT  |
| 150 | Hannah Scott <hannah.scott@deskpro.com>  | Lara Proud | Hannah Scott <hannah.scott@deskpro.co.uk> | 12 mos          | KJDT-8516-ONWZY |
| 151 | Gary Jones <g.jones@example.com>         | Lara Proud | Gary Jones <g.jones@example.com>          | 12 mos          | FFJC-7619-SDLL  |
| 260 | Call from +447969236608                  | Lara Proud | Doris Weatherpoon                         | 8 mos           | HFHS-1714-WOCW  |
| 262 | Agatha Bardle <agathabardle@example.com> | Lara Proud | Agatha Bardle <agathabardle@example.com>  | 8 mos           | YFQY-9643-XOBL  |
| 352 | Nancy Stewart <n.stewart@example.com>    | Lara Proud | Nancy Stewart <n.stewart@example.com>     | 2 mos           | GTOO-3177-FPVH  |

Items per page: 50 1 - 6 of 6

You can adjust the width of the different columns in the table depending on your preferences.

### Kanban View

Kanban View provides a clear visual project view in the helpdesk. Kanban is an agile work management tool that helps you group tickets in a visual workflow that aids the work process and boosts efficiency.

221 B Helpdesk

Tickets

Queues

MY INBOX

Mine

I'm Following

My Team's

My Labelled

Starred

My Open

INBOX

Unassigned

SLA Failed

All Open

Open Problem

VIP-AWAITING AGENT

Lists

Search

Problems (8)

My Stars

Labels

Issue with com...  
agathabardie@ex...

Sort: Date Created

Group: Agent Team

Small

View

221B Energy Support (3)

Request for new Phone  
Hannah Scott  
hannah.scott@deskpro.co.uk  
130  
1 yr  
Missed call from +447939369380  
+447939369380  
386  
7 days  
Missed call from +447939369380  
+447939369380  
389  
6 days

Complaints (2)

Account transfer  
Chynah  
c\_hayde@hotmail.co.uk  
274  
7 mos  
New customer referral  
Jenny Jones  
testuser13@test.com  
65  
1 yr

Customer Support Manag... (2)

Client Boiler Replacement  
Boris Smith  
boris.boiler@gmail.com  
266  
8 mos  
Issue with computer  
Agatha Bardle  
agathabardle@example.com  
119  
1 yr

IT Support (2)

Problem logging in  
George Robinson  
robinson@test.com  
133  
1 yr  
How do I change my payment method? (Form)  
Mordical Smith  
mordical391@example.com  
11  
2 yrs

Sales (8)

New WhatsApp from whatsapp+447793008645  
James Godwin  
124  
1 yr  
Change of address needed (Form)  
Agatha Bardle  
agathabardle@example.com  
140  
1 yr  
Gary Jones <g.jones@example.com>  
Gary Jones  
g.jones@example.com  
151  
12 mos  
New SMS from +447969236608  
Audrey Merivale  
audreym84@example.com  
160  
11 mos  
New Twitter mention from hannahrebekah1  
Hannah Scott  
163  
10 mos  
Forwarding a Ticket Thread  
Lara Proud  
lara.proud@deskpro.com  
315  
4 mos  
Missed call follow up  
Agatha Bardle  
agathabardle@example.com  
77  
1 yr  
Chat follow up  
Audrey Merivale  
1 yr

Deskpro's Kanban view lets you organize tickets in a dynamic project management tool. You can create clear, structured workflows and move tickets along with simple drag-and-drop functionality and collapse columns if they're not needed in the view.

For more information about the flexibility of Deskpro's agent interface, you can take a look at this article: [Getting to Know your Deskpro Workspace](#)

Or watch our video that outlines the different adjustable parts of the helpdesk.

- Tags
- [Adjusting the Helpdesk](#)
- [Interface](#)
- [Interface Views](#)