

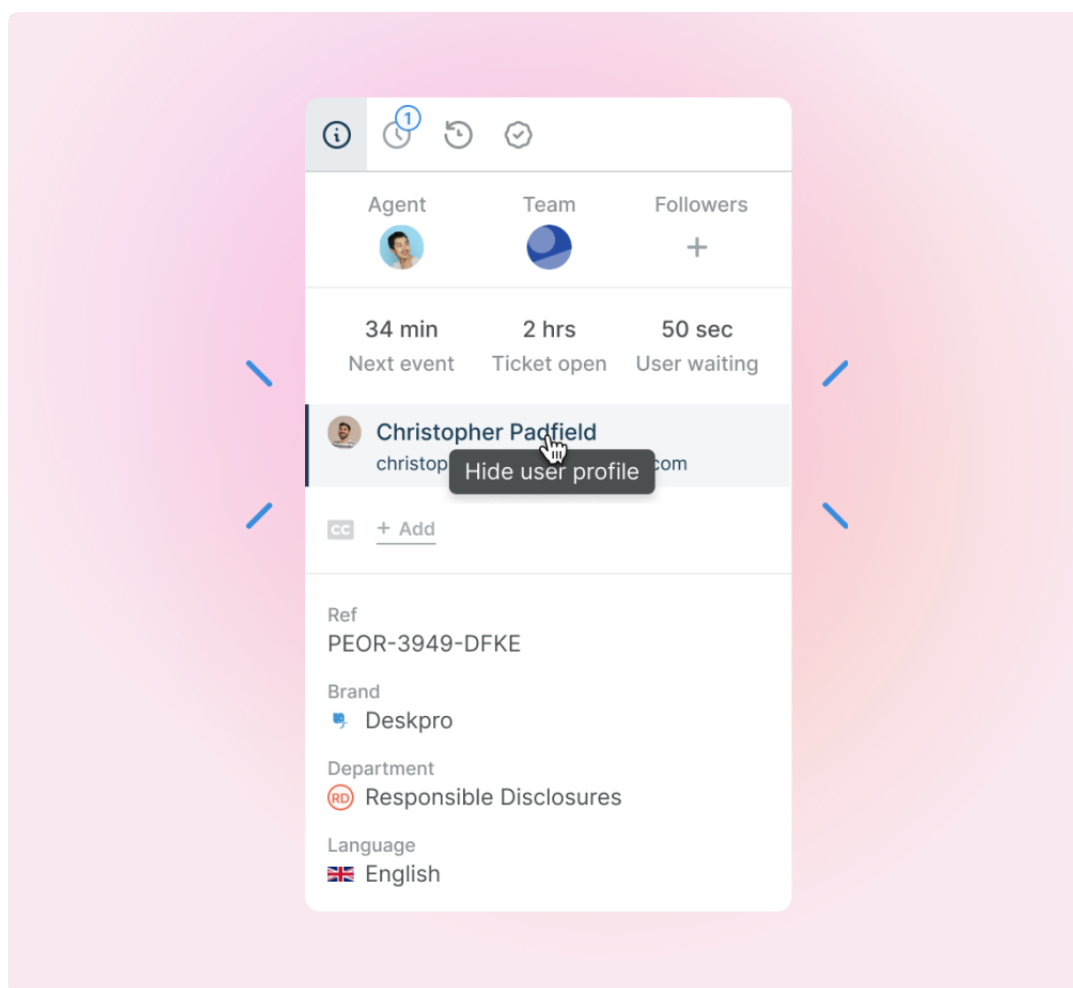


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Collapse and expand User Profiles to keep your workspace tidy

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You can now collapse and expand the user profile on Tickets and Community topics by clicking on the user's name in the properties. Hiding the User Profile will remove it from your view, giving you more space in the interface to interact with tickets or content.



We have made it easy to toggle the visibility of the profile. Just click the User's name to remove it from view, and if you want it to reappear, click their name again. This also works for viewing the profile of CC'd users on a ticket.

The ability to click through to an Organization from the User profile remains the same, just click on the organization from the profile when it is in view.

The screenshot displays a helpdesk interface with a sidebar on the left containing navigation links like 'Queues', 'My Inbox', and 'My Team's'. The main area shows a ticket conversation. At the top, a status bar indicates 'Change of address needed' with a red star. The conversation history includes a message from Hannah, a response from @joell Jenkins asking for a call booking, an escalation notice about a 7-day follow-up, and a message from Agatha Barile. The current message from Agatha Barile states: 'Hi Agatha, This has now been sorted, please let me know if there is any further issues? Thanks,'. Below the message is a 'Call Log' section showing a call to Agatha Barile on Sep 1, 2022. The interface also features a bottom bar with a 'Send' button and a 'More' button.

We're introducing this feature to provide the additional ability to customize your workspace. Being able to toggle the User profile from view helps to keep your helpdesk interface as straightforward as possible, and provides a larger working area for Agents operating on smaller screens or in Card view.