We have optimized ticket loading speed

2022-09-28 - Lara Proud - Kommentare (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.

Tickets will now render more efficiently, giving you a smoother experience.