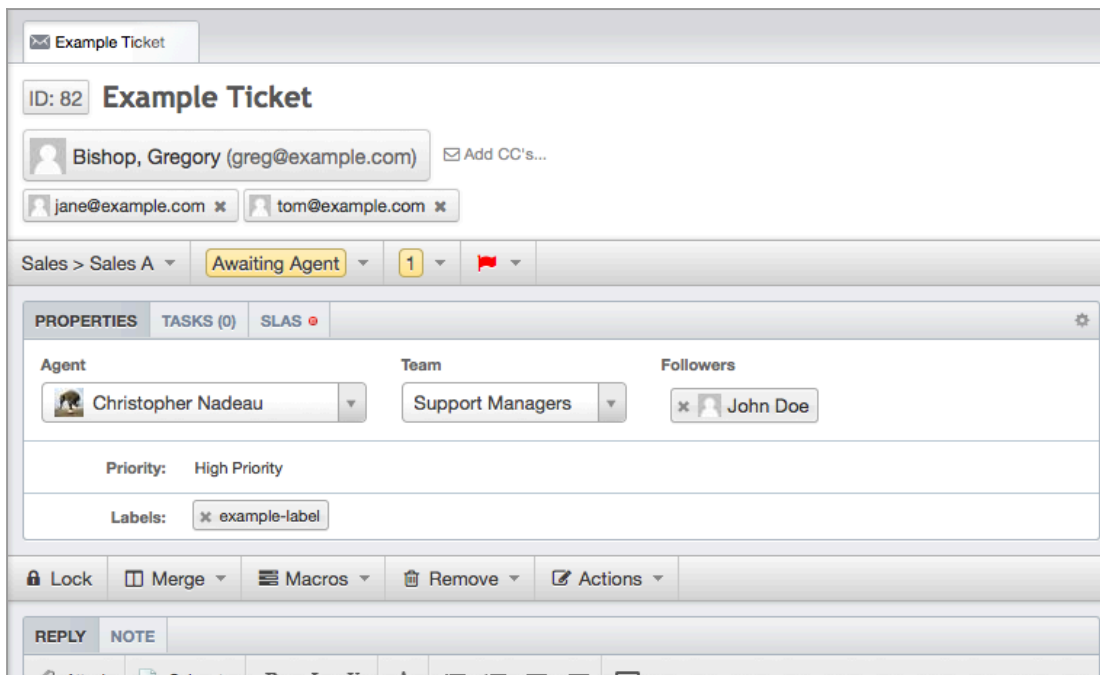


Improved Ticket Layout

2013-03-21 - Chris Padfield - [Σχόλια \(0\)](#) - [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 contact information for 'Bishop, Gregory (greg@example.com)' is listed, along with a link to 'Add CC's...'. Below this, two email addresses, 'jane@example.com' and 'tom@example.com', are shown with close buttons. A navigation bar indicates the ticket is in the 'Sales > Sales A' category, with a status of 'Awaiting Agent', a count of '1', and a red flag icon. The main section is divided into tabs: 'PROPERTIES', 'TASKS (0)', and 'SLAS'. Under 'PROPERTIES', there are fields for 'Agent' (Christopher Nadeau), 'Team' (Support Managers), and 'Followers' (John Doe). Below these are 'Priority' (High Priority) and 'Labels' (example-label). A toolbar at the bottom of the properties section includes 'Lock', 'Merge', 'Macros', 'Remove', and 'Actions'. At the very bottom, there are tabs for 'REPLY' and 'NOTE', and a rich text editor with various formatting options.

- Ετικέτες
- [20130320-layout](#)
- [build-251](#)