

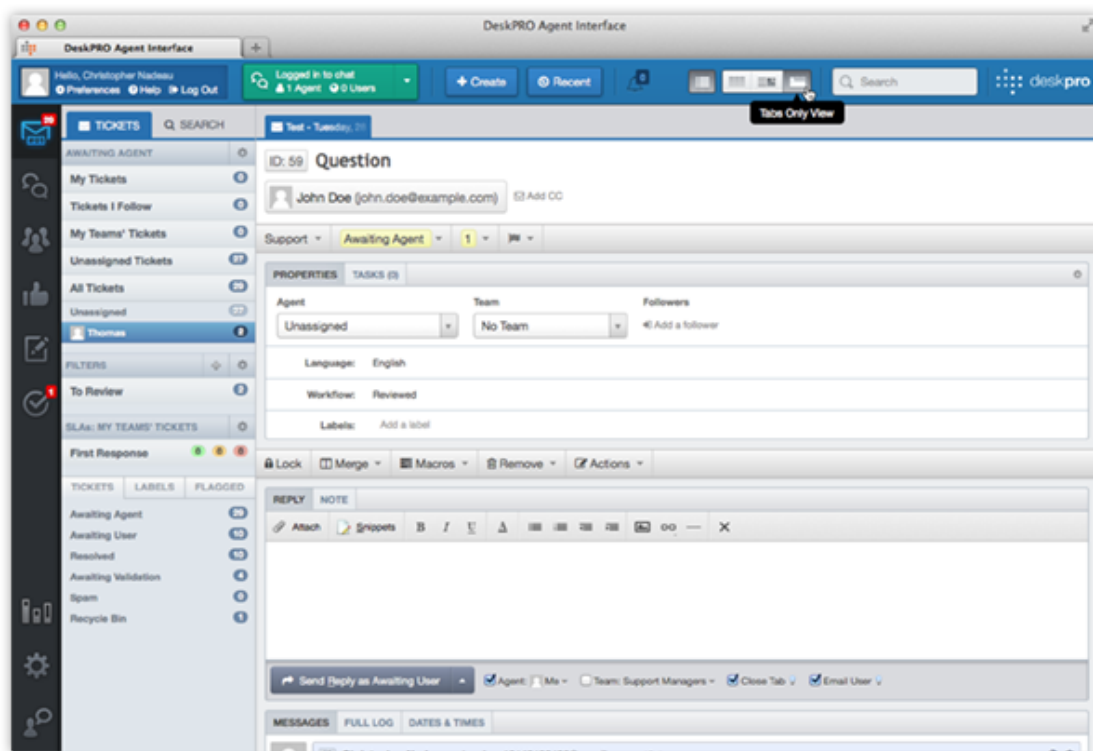


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## Updated agent interface

2013-06-11 - Christopher Nadeau - [Σχόλια \(0\)](#) - [Product](#)

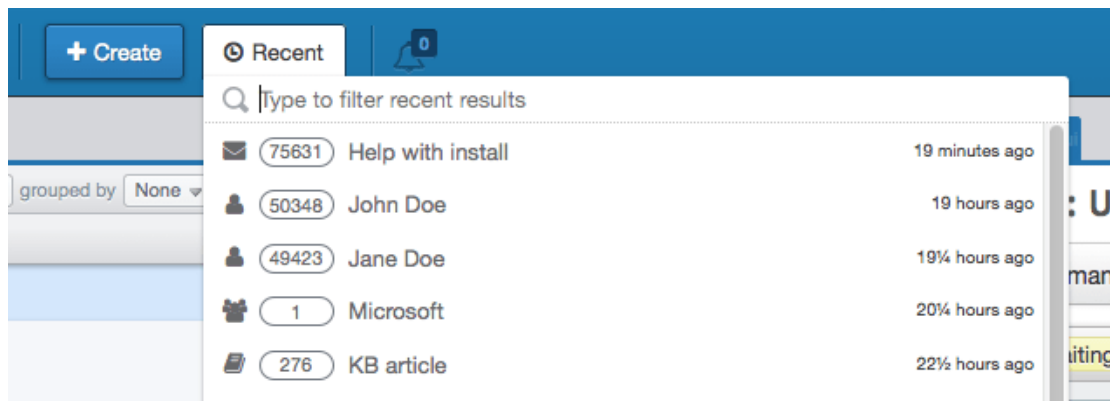
The Agent Interface has been updated with a new header bar and improved navigation.



In the header the new View Mode buttons let you toggle the visibility of the three panes. Users on smaller screens can now work comfortably by hiding panes that they are not using.



The new Recent menu makes it easy to find tabs you have viewed recently and also search through them.



Tickets, CRM, Publish and Feedback now have new "Search" tabs to make it easier to submit specific searches.

The screenshot shows a 'SEARCH' tab interface. At the top, there are two tabs: 'TICKETS' and 'SEARCH'. The 'SEARCH' tab is active. On the left side, there is a vertical sidebar with icons for different sections: a mail icon with a red badge '19', a speech bubble icon, a group of people icon, a thumbs up icon, a document icon with a red badge '5', a checkmark icon with a red badge '1', and a Twitter icon. The main content area has several search filters, each with a text input field and a gear icon for settings:

- Status**: A dropdown menu with the selected value 'Awaiting Agent, Awaiting User'.
- Agent**: A dropdown menu with the selected value 'Me'.
- Ticket Field**: A text input field.
- Subject**: A text input field with the value 'Upgrade'.
- Message**: A text input field.
- User**: A text input field.
- Organization**: A text input field.
- Dates & Times**: A text input field.

At the bottom of the main content area, there is a 'Search' button.