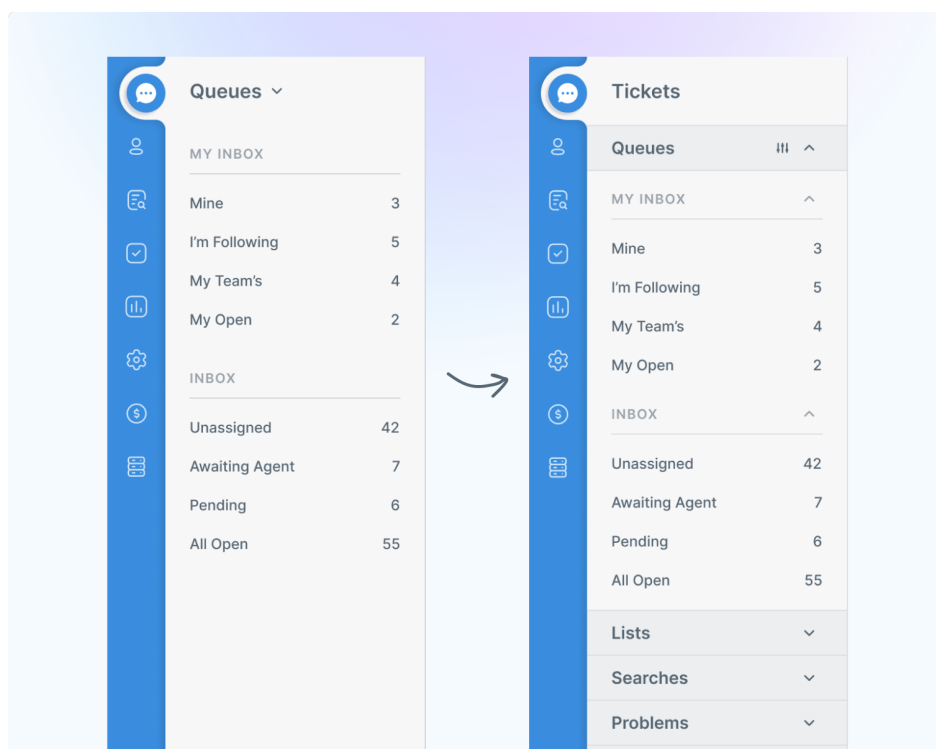


Access all your ticketing features easily

2022-08-30 - Lara Proud - [Comments \(0\)](#) - [Product \(Agent\)](#)

We've unified the different Navigation Panel features to make it easier to access and locate your Tickets in the helpdesk!

All the tools on the Navigation Panel in the Ticketing interface, Queues, Lists, Search, Problems, Stars, and Labels, have been changed from dropdowns into accordions.



This design aims to simplify navigating tickets with easily expandable and collapsible sections; to make providing support more efficient. Keep the accordions open or closed as needed, depending on your preferences.