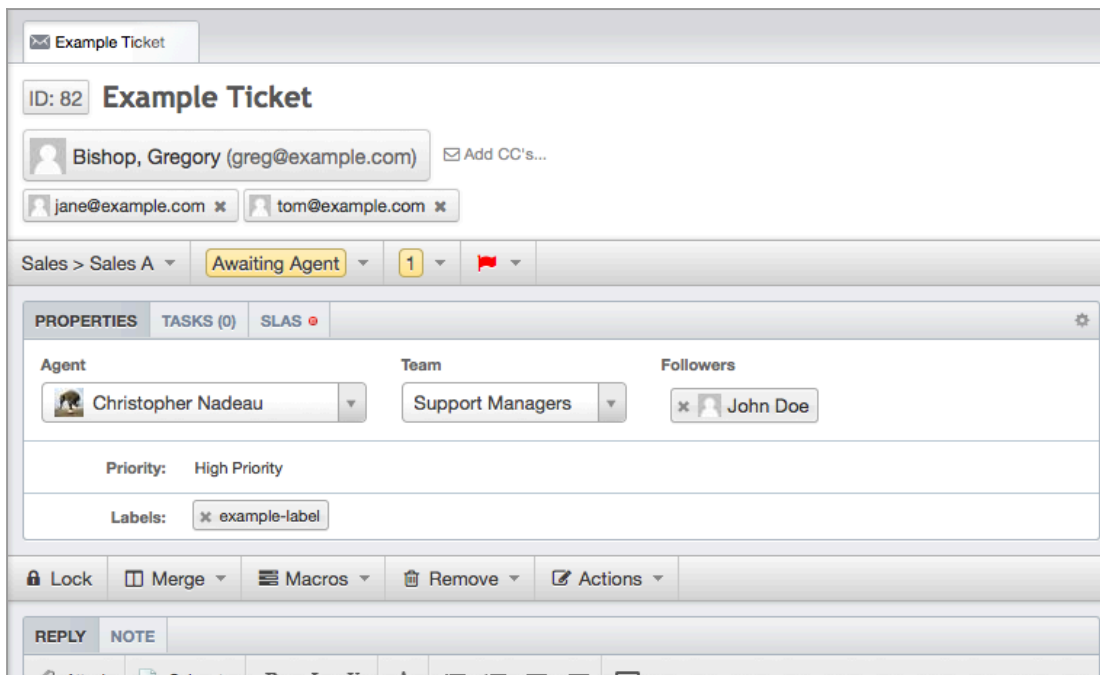


Improved Ticket Layout

2013-03-21 - Chris Padfield - [Comments \(0\)](#) - [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 an 'Add CC's...' button. 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' queue, with a status of 'Awaiting Agent', a count of '1', and a red flag icon. The main section is titled 'PROPERTIES' and contains fields for 'Agent' (Christopher Nadeau), 'Team' (Support Managers), and 'Followers' (John Doe). It also shows 'Priority: High Priority' and 'Labels: example-label'. A toolbar at the bottom of the properties section includes buttons for 'Lock', 'Merge', 'Macros', 'Remove', and 'Actions'. The bottom of the interface features a 'REPLY' and 'NOTE' section with a rich text editor toolbar.

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