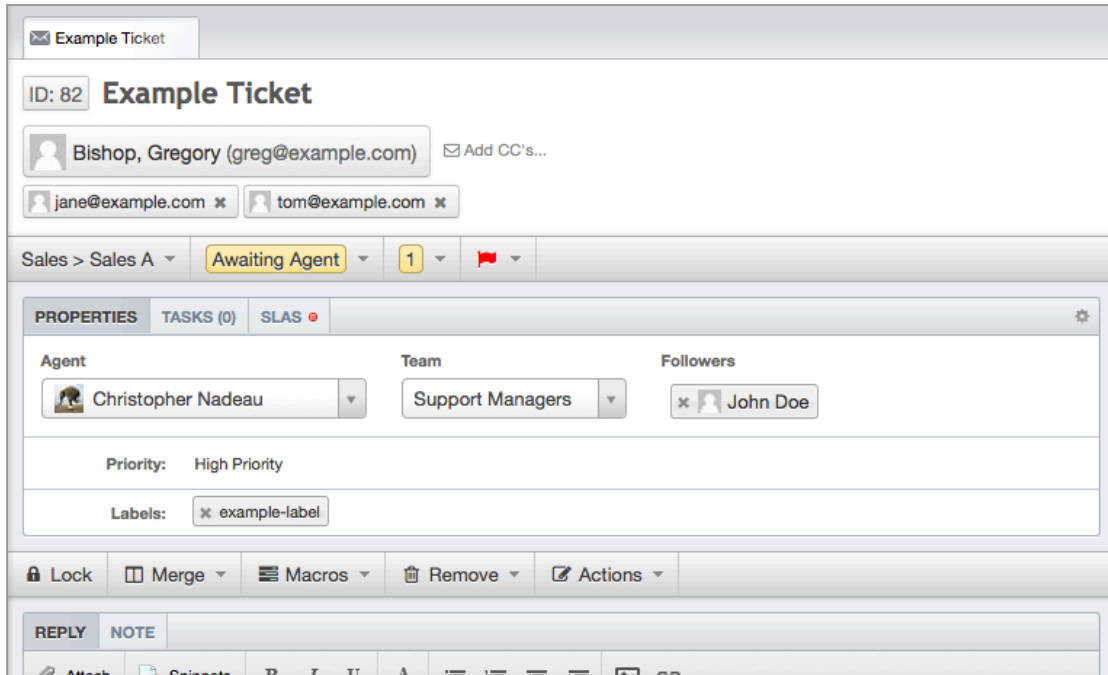


Improved Ticket Layout

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. At the top, there's a header with the ticket title 'Example Ticket' and ID '82'. Below this, the agent 'Bishop, Gregory (greg@example.com)' is listed, along with a 'Add CC's...' button. Two other email addresses, 'jane@example.com' and 'tom@example.com', are shown as added contacts. The status bar indicates 'Sales > Sales A' with a dropdown, 'Awaiting Agent' status, a count of '1', and a red flag icon. The main section is titled 'PROPERTIES' and includes tabs for 'TASKS (0)' and 'SLAS'. It features dropdown menus for 'Agent' (Christopher Nadeau), 'Team' (Support Managers), and 'Followers' (John Doe). The 'Priority' is set to 'High Priority' and there is one 'Label' named 'example-label'. A toolbar below the properties includes 'Lock', 'Merge', 'Macros', 'Remove', and 'Actions'. At the bottom, there are tabs for 'REPLY' and 'NOTE', and a partial view of a rich text editor with icons for attachments, bold, italic, underline, and link.

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