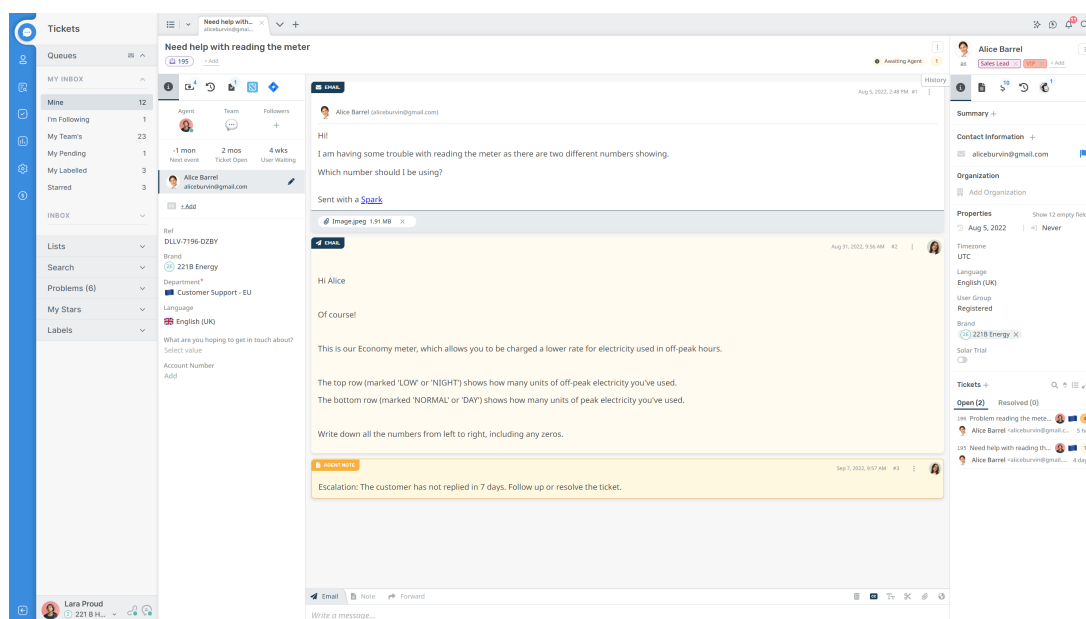


## We have reduced the size of the reply box default state

2022-10-04 - Lara Proud - Comments (0) - Product (Agent)

We have reduced the initial default height of the email and note tabs of the reply box; so you have a clear view of the ticket and easily see messages in the ticket thread when you first open a ticket. The other reply box tabs will remain at the original reply box height, so if they are your default tab, you will not observe a minimized reply box.

Having a smaller default state for the reply box helps the interface feel less cluttered visually, so you can more quickly gain the context you need from the ticket. This new design also allows agents working on smaller screens to have less of their interface taken up by the reply box.



The reply box will expand when you start typing in the email or note tabs, or when you interact with the reply box in some way, e.g., by dragging an attachment into the box, clicking an icon in the toolbar, or selecting a different reply box tab.

Some things to note are that the reply box will still expand to a maximum height of 50% of the content panel when you're writing responses. This UI change will also respect your permissions, such as being displayed at the original height if you have an alternative default tab or last used a channel that does not have a minimized state.

Tickets

Queues

195

MY INBOX

12

My Team's

23

My Pending

1

My Labelled

3

Starred

3

INBOX

Lists

Search

Problems (6)

My Stars

Labels

Need help with reading the meter

195

→ Add

Agents

Team

Followers

Alice Barrel

alicebarrel@gmail.com

Ref

DLV-7196-02BY

Brand

2218 Energy

Department

Customer Support - EU

Language

English (UK)

What are you hoping to get in touch about?

Select value

Account Number

Add

Hi Alice

Of course!

This is our Economy meter, which allows you to be charged a lower rate for electricity used in off-peak hours.

The top row (marked 'LOW' or 'NIGHT') shows how many units of off-peak electricity you've used.

The bottom row (marked 'NORMAL' or 'DAY') shows how many units of peak electricity you've used.

Write down all the numbers from left to right, including any zeros.

Escalation: The customer has not replied in 7 days. Follow up or resolve the ticket.

Summary

Contact Information

Organization

Properties

Timezone

Language

User Group

Brand

Solar Trial

Tickets