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## 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 a ticket interface with a clean, organized layout. At the top, a header bar shows the ticket title "Example Ticket" and its ID "ID: 82". Below this, the agent's name "Bishop, Gregory (greg@example.com)" is listed, along with a button to "Add CC's...". Two additional 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" category, with a status of "Awaiting Agent", a count of "1", and a red flag icon. The main section is divided into tabs: "PROPERTIES", "TASKS (0)", and "SLAS". The "PROPERTIES" tab is active, showing fields for "Agent" (Christopher Nadeau), "Team" (Support Managers), and "Followers" (John Doe). The "Priority" is set to "High Priority", and a "Labels" field contains "example-label". Below the properties, a row of action buttons includes "Lock", "Merge", "Macros", "Remove", and "Actions". At the bottom, there are tabs for "REPLY" and "NOTE", and a toolbar with icons for "Attach", "Signatures", and other functions.

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