



[News](#) > [Product](#) > [Improved Ticket Layout](#)

Improved Ticket Layout

2013-03-21 - Security Test - [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 for 'Example Ticket' with ID 82. The header shows the agent 'Bishop, Gregory (greg@example.com)' and two CC'd users: 'jane@example.com' and 'tom@example.com'. A navigation bar indicates the ticket is in the 'Sales > Sales A' queue, 'Awaiting Agent' status, with 1 ticket and a red flag icon. The main section is titled 'PROPERTIES' and includes fields for 'Agent' (Christopher Nadeau), 'Team' (Support Managers), and 'Followers' (John Doe). It also shows 'Priority: High Priority' and a 'Labels' field with 'example-label'. Below the properties is a toolbar with 'Lock', 'Merge', 'Macros', 'Remove', and 'Actions' buttons. The bottom section is labeled 'REPLY' and 'NOTE' with a rich text editor toolbar.

- [Tags](#)
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