

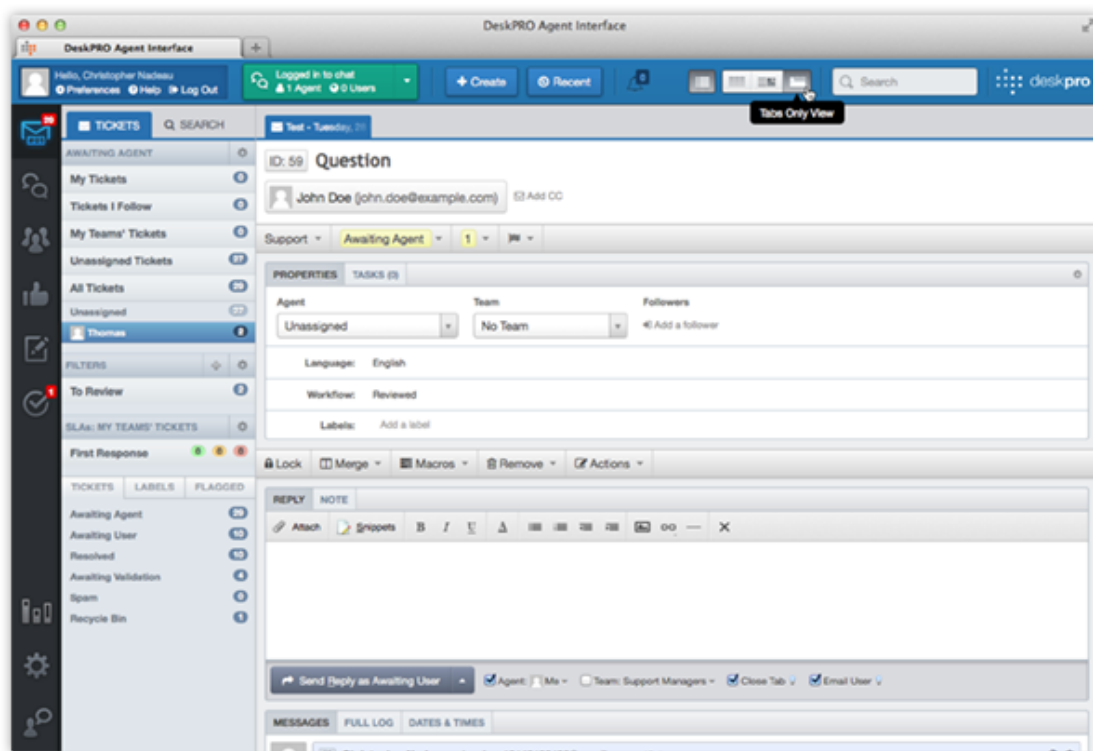


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Updated agent interface

2013-06-11 - Christopher Nadeau - [Comments \(0\)](#) - [Product](#)

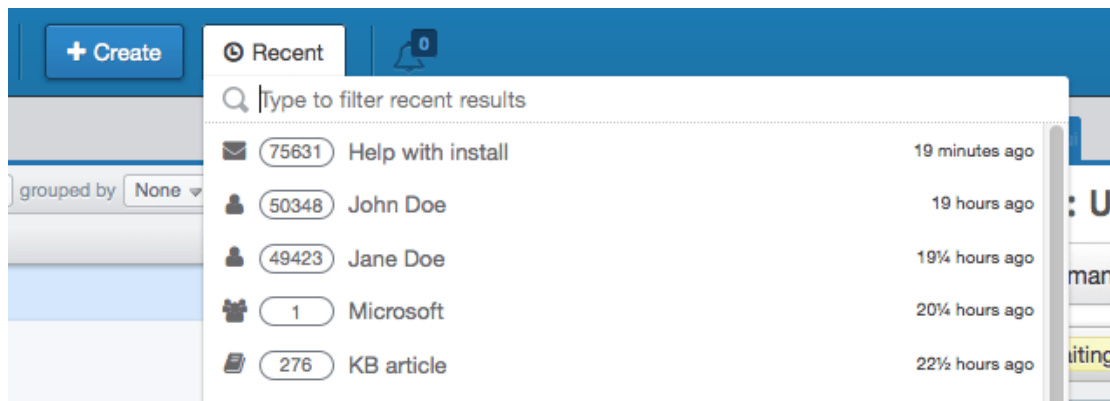
The Agent Interface has been updated with a new header bar and improved navigation.



In the header the new View Mode buttons let you toggle the visibility of the three panes. Users on smaller screens can now work comfortably by hiding panes that they are not using.



The new Recent menu makes it easy to find tabs you have viewed recently and also search through them.



Tickets, CRM, Publish and Feedback now have new "Search" tabs to make it easier to submit specific searches.

The screenshot shows a 'SEARCH' tab interface for tickets. On the left is a dark sidebar with navigation icons: a mail icon with a red '19' badge, a speech bubble icon, a group of people icon, a thumbs up icon, a notepad icon with a red '5' badge, a checkmark icon with a red '1' badge, and a Twitter icon. The main content area has a header with 'TICKETS' and 'SEARCH' tabs. Below the header is a form with the following fields:

- Status**: A dropdown menu with the selected value 'Awaiting Agent, Awaiting User'.
- Agent**: A dropdown menu with the selected value 'Me'.
- Ticket Field**: A text input field with a gear icon to its right.
- Subject**: A text input field containing the text 'Upgrade' with a gear icon to its right.
- Message**: A text input field with a gear icon to its right.
- User**: A text input field with a gear icon to its right.
- Organization**: A text input field with a gear icon to its right.
- Dates & Times**: A text input field with a gear icon to its right.

At the bottom of the form is a 'Search' button.