



[Help Center](#) > [Community](#) > [Bug Report](#) > [New DeskPro Support UI / UX is really bad](#)

New DeskPro Support UI / UX is really bad Collecting Feedback

- Marion Abramo
- **Forum name:** #Bug Report

I had been finding information really quickly on the previous user experience and easy to assess if the information was what I was looking for. Now the UI objects and text are oversized, clunky and difficult to use. The graphics add very little value and take up tons of space. Please go back or rejig the new UI to the quality that made us choose it as our support portal. Thank you and please give me a shout if you would like to review.

Comments (3)

Christopher Padfield

3 months ago

Hi Marion, sorry to hear the feedback here. Can you give us any more specific examples of the problem here? The new helpcentre style is still being worked on - but this will be the basis of the style moving forward so keen to understand specifically where you are having problems or could see it being improved.

Marion Abramo

3 months ago

I shared some screenshots of the big size of the DeskPro support UI vs. the size of all my other work. The text, icons, everything is huge. This required more scrolling to find what I'm looking for. This impacts quickly assessing a list for the item that will solve my issue. I would be happy to screen share with someone on your team.

Zsolt Kiss

2 months ago

Hello Guys,

Yes so the new design is a good move but needs more work on it. Marion is right regarding that the graphics occupy too much space instead of showing more text - which is about the essential in this kind of business. In the list of the topics more lines would be also better instead of showing half sentences only.

My biggest sadness is that I still can't add a picture to this comment for example but it could

help to explain my point more straightforward and prove Marion's concern.

A simplified texteditor also would be useful in the comment section - I mean i could emphasize a word writing with bold etc.

It might be easy to add since you have already use this simplified but smart text editor when i submit a new issue/ticket. You should use the same text editor in the comment section as well.