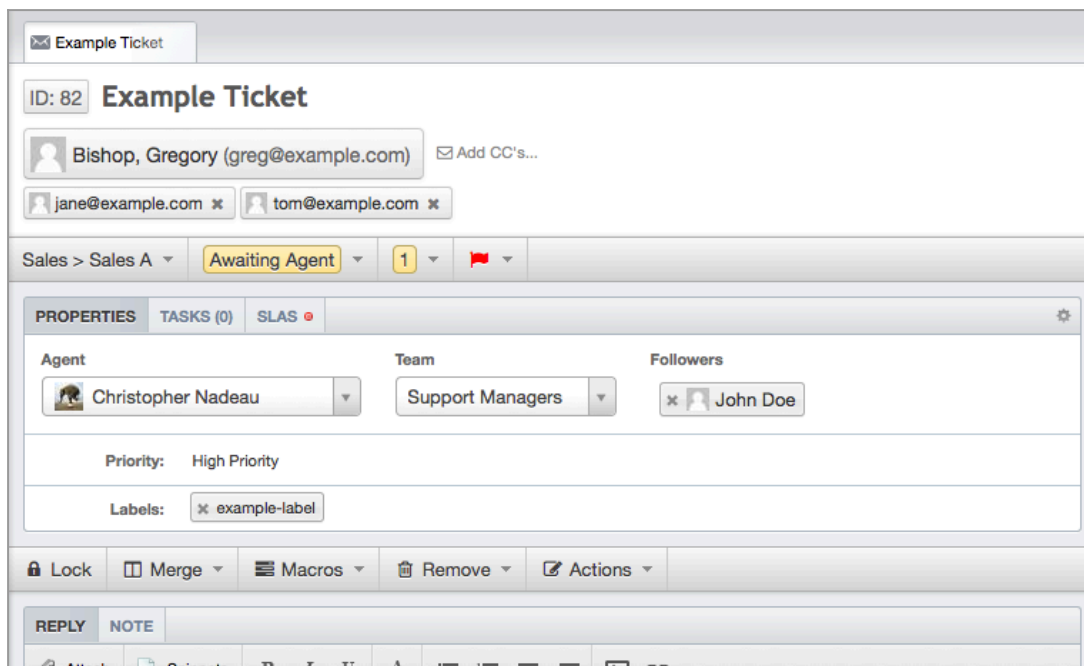


## Improved Ticket Layout

2013-03-21 - Christopher 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 the 'Example Ticket' interface. At the top, the ticket title 'Example Ticket' and ID '82' are shown. Below this, the agent 'Bishop, Gregory (greg@example.com)' is listed, along with 'Add CC's...' and other email addresses like 'jane@example.com' and 'tom@example.com'. The status is 'Awaiting Agent' with a count of '1' and a red flag icon. The 'PROPERTIES' section includes 'Agent' (Christopher Nadeau), 'Team' (Support Managers), and 'Followers' (John Doe). The 'Priority' is set to 'High Priority' and the 'Labels' section contains 'example-label'. At the bottom, there are action buttons: 'Lock', 'Merge', 'Macros', 'Remove', and 'Actions'. The 'REPLY' and 'NOTE' tabs are visible at the very bottom.

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