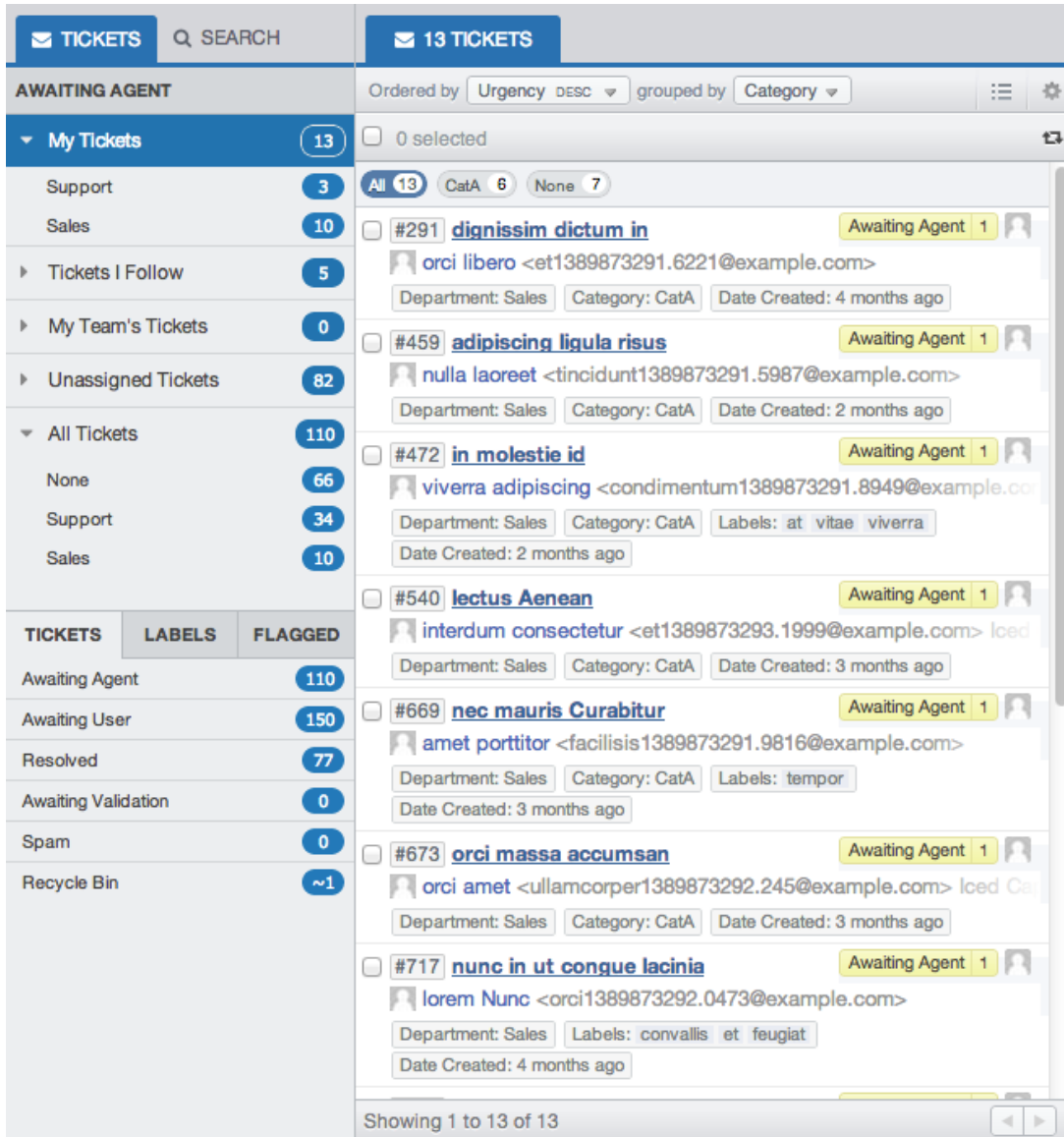


Improved Ticket List

2014-03-05 - Christopher Nadeau - Comments (2) - Product

In DeskPRO #317, a lot of work has gone in to making the ticket list faster and smoother.



The screenshot displays the Deskpro ticket management interface. On the left is a sidebar with navigation options and counts:

- TICKETS** (SEARCH)
- AWAITING AGENT**
- My Tickets** (13)
 - Support (3)
 - Sales (10)
- Tickets I Follow** (5)
- My Team's Tickets** (0)
- Unassigned Tickets** (82)
- All Tickets** (110)
 - None (66)
 - Support (34)
 - Sales (10)
- TICKETS** (LABELS, FLAGGED)
 - Awaiting Agent (110)
 - Awaiting User (150)
 - Resolved (77)
 - Awaiting Validation (0)
 - Spam (0)
 - Recycle Bin (~1)

The main content area shows a list of 13 tickets, ordered by Urgency (DESC) and grouped by Category. Each ticket entry includes a checkbox, a ticket ID, a subject line, a user profile picture, an email address, and metadata such as Department, Category, Labels, and Date Created. The first few tickets are:

- #291 **dignissim dictum in** (Awaiting Agent 1) - Department: Sales, Category: CatA, Date Created: 4 months ago
- #459 **adipiscing ligula risus** (Awaiting Agent 1) - Department: Sales, Category: CatA, Date Created: 2 months ago
- #472 **in molestie id** (Awaiting Agent 1) - Department: Sales, Category: CatA, Labels: at vitae viverra, Date Created: 2 months ago
- #540 **lectus Aenean** (Awaiting Agent 1) - Department: Sales, Category: CatA, Date Created: 3 months ago
- #669 **nec mauris Curabitur** (Awaiting Agent 1) - Department: Sales, Category: CatA, Labels: tempor, Date Created: 3 months ago
- #673 **orci massa accumsan** (Awaiting Agent 1) - Department: Sales, Category: CatA, Date Created: 3 months ago
- #717 **nunc in ut congue lacinia** (Awaiting Agent 1) - Department: Sales, Labels: convallis et feugiat, Date Created: 4 months ago

At the bottom, it indicates "Showing 1 to 13 of 13" tickets.

Faster real-time updating

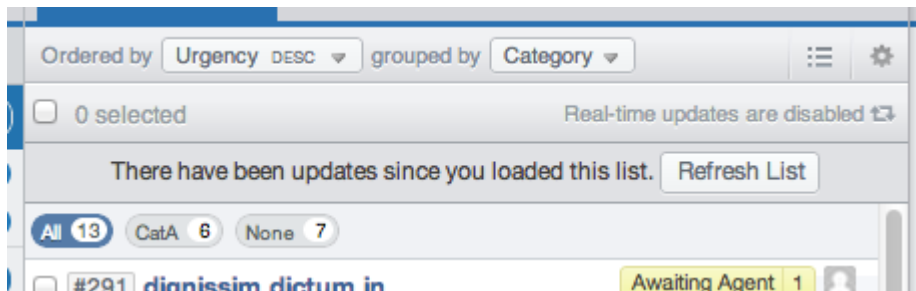
The list now responds to changes faster and more accurately. Tickets are added and removed from filter results in near real-time. No more distracting loading screens.

Correct sort order

As new tickets are added or updated in real-time, their position within the list is kept accurate. For example, if you are sorting by urgency and the ticket urgency changes, the position of the ticket in the list will change as well.

Pausing real-time updates

It is now possible to completely pause real-time updates by clicking the icon near the top right of the list. If a change happens while the list is paused, DeskPRO will show you a notice:



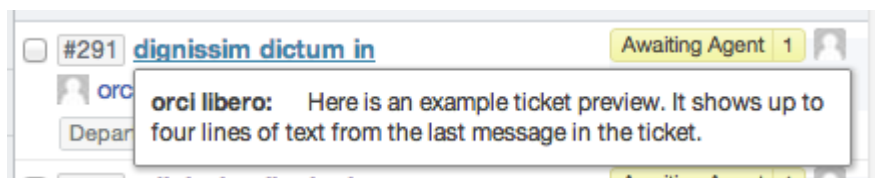
Real-time updates with mass actions

While working with mass actions, DeskPRO enters a “limited” real-time update mode. Ticket properties are kept up-to-date in the list and tickets are automatically removed, but no new tickets are added.

This means the list you are working on stays the same so long as you have mass actions open. It makes it easier to work with mass actions on busy helpdesks where other agents may be interacting with tickets at the same time as you are trying to perform mass actions.

Ticket Previews

Hover your mouse over a ticket subject link and a preview tooltip appears:



Comments (2)

Comments (2)

Tommy Jackson

10 years ago

Good to see pictures and additional information regarding the update. Sometimes the release notes are less informative.

Keith DeWald

10 years ago

Very nice improvements. Now if only there were a first-page last-page capability. << < 3 > >> would be nice. << < 1 2 3 4 17 > >> would be even nicer.