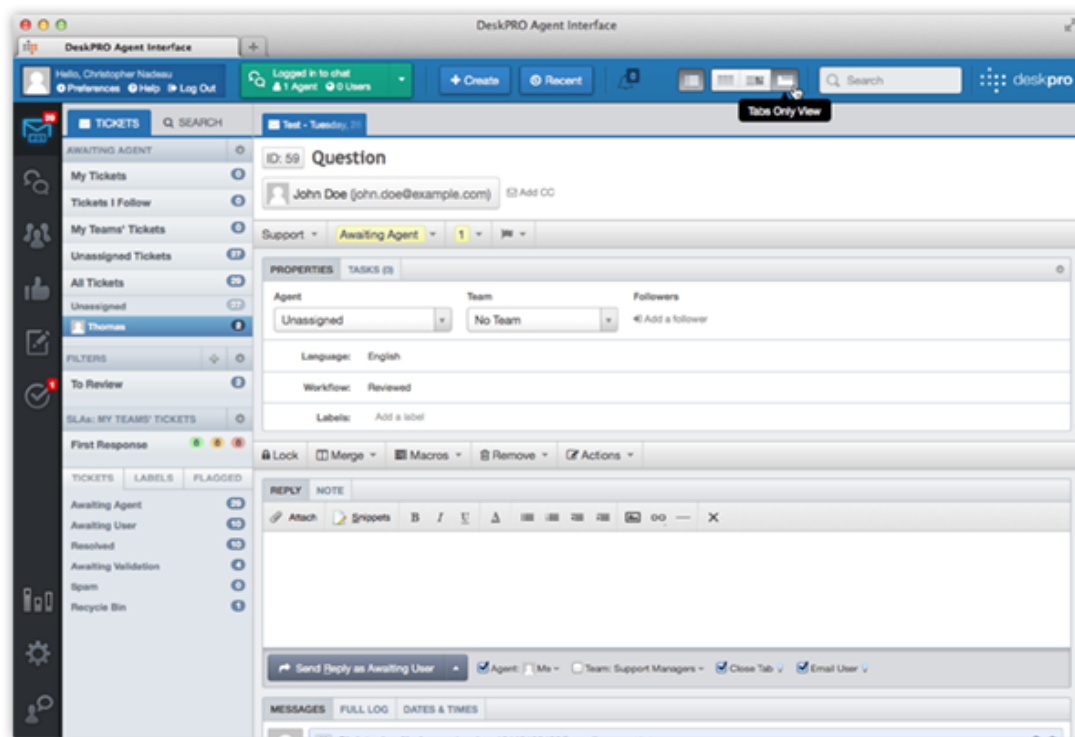


Updated agent interface

2013-06-11 - Christopher Nadeau - Comments (0) - Product

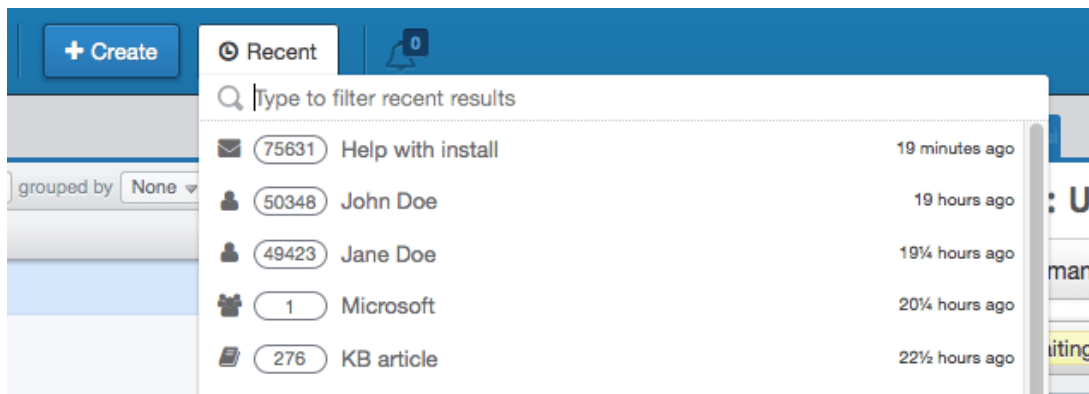
The Agent Interface has been updated with a new header bar and improved navigation.



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.

A screenshot of the 'SEARCH' tab in the Tickets section of a software interface. The interface is divided into two main sections: a left sidebar with navigation icons and a main content area with search filters.

Left Sidebar:

- Mail icon with a red badge showing '19'.
- Search icon.
- People icon.
- Thumbs up icon.
- Document icon with a red badge showing '5'.
- Checkmark icon with a red badge showing '1'.
- Twitter icon.

Main Content Area:

The main content area has a header with 'TICKETS' and 'SEARCH' tabs. Below the header, there are several search filters:

- 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 with the value 'Upgrade' and 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 main content area, there is a 'Search' button.