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Improved Ticket Layout

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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 shows a ticket view for 'Example Ticket' with ID 82. The ticket is assigned to 'Bishop, Gregory (greg@example.com)' and has two other users, 'jane@example.com' and 'tom@example.com', added as CCs. The ticket is currently in the 'Awaiting Agent' status with 1 task. The 'PROPERTIES' section shows the agent is 'Christopher Nadeau', the team is 'Support Managers', and the priority is 'High Priority'. A label 'example-label' is also present. The interface includes a toolbar with options like 'Lock', 'Merge', 'Macros', 'Remove', and 'Actions'. The bottom section is labeled 'REPLY' and 'NOTE'.

- [Etiquetas](#)
- [20130320-layout](#)
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