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We are launching the Beta version of our Kanban View

2022-11-28 - Lara Proud - Comentarios (0) - Product (Agent)

We are rolling out the beta version of our **Kanban View**, an agile work management tool that helps you group tickets in a visual workflow that aids the work process and boosts efficiency.

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Complaints (2)		IT Support (8)			Customer Support - EU (9)		Customer Support - USA (2)	HR (5)
Boiler problem is back!	3 mos	Account transfer Chynah c_hayde@hotmail.co.uk		3 wics	Client Boiler Replacement Boris Smith boris.boilers@gmail.com 266	1 mon	Change payment information 2 mos Agatha Bardle agathabardle@example.com Billing	Problem rea (Email) Alice Barr alicebury
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Chat follow up Audrey Merivale audreym84@example.com Billing (Priorey)	9 mos	Agatha Bardle <agathabardle@example.< td=""><td>com></td><td>2 mos</td><td>Meter Help with reading the meter</td><td></td><td>Issue with Wifi 2 mos Creg Lestrade greg_lestrade@test.com 227</td><td>Password R</td></agathabardle@example.<>	com>	2 mos	Meter Help with reading the meter		Issue with Wifi 2 mos Creg Lestrade greg_lestrade@test.com 227	Password R
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		I'm locked out of my accor Agatha Bardle agathabardle@example.com		2 mos	New Twitter mention from hannahrebekahs1	4 mos		Change of a (Form) Agatha B agathaba
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		Problem with my boiler Hannah S hannah.rebekah.scott@gma	il.com	4 mos	160 New WhatsApp from whatsapp:+447793008645 James Godwin	1 🔳 主		Agathaba Priority 119 How do I ch
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		Gary Jones g.jones@example.com	•	3 8	I'm having an issue with my boiler Dora Planter dora.planter@example.com	9 mos		Billing New Hin
		Request for new Phone		7 mos	99 ()	0 🖬 🕼		

Switch to this new view by clicking on the **Kanban** icon, which will now display next to the other interface viewing modes:

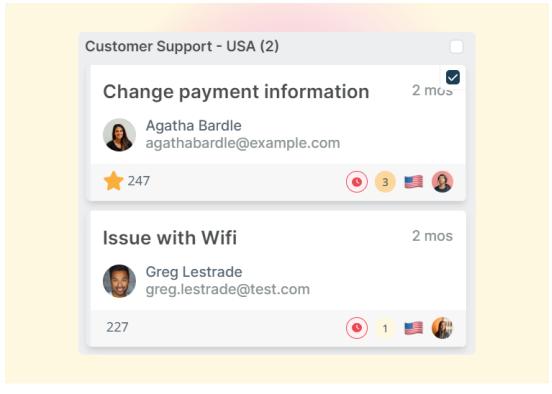


The beta version lets you view your ticket queues in Kanban View and group them by your choice of criteria, such as:

• Agent

- Agent Team
- Brand
- Created
- Last Reply
- Last Agent Reply
- Last User Reply
- Department
- Resolved
- and more...

You can also Mass Action tickets when in the Kanban View. This is done by selecting the checkbox that appears when hovering over the card or selecting the checkbox at the top of the column.



Using the **View** option, you can add fields to be visible on the cards, such as labels or your custom fields. If the cards feel too busy when you have enabled fields in the view, you can change the size of the cards to small, medium, or large. To give you as much visibility and detail as you require.

We are continuing to improve on this version of our Kanban view and adding functionality to the feature in the coming weeks, including the ability to drag and drop cards into other columns.