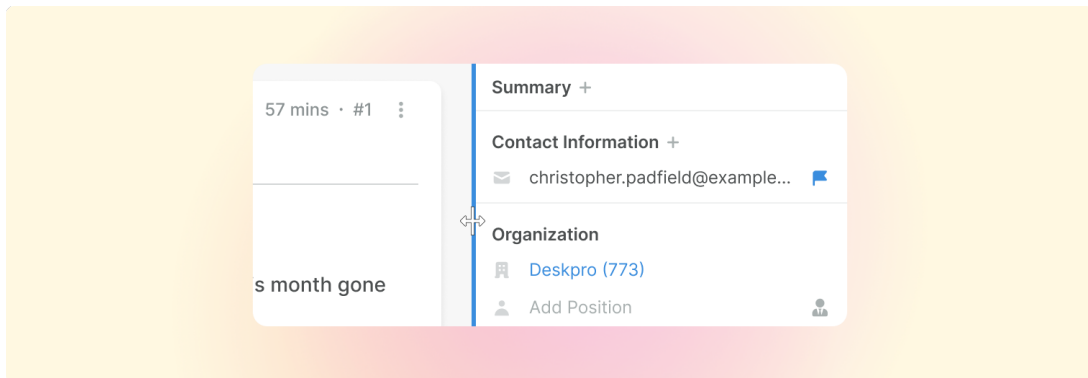


We have increased the flexibility of the interface with resizable panels

2022-10-10 - Lara Proud - Comentarios (0) - Product (Agent)

We've developed several exciting UI improvements that enhance the flexibility of Deskpro's interface. We wanted to make even more aspects of the helpdesk adjustable to provide a dynamic and customizable helpdesk platform that can fit each agent's preferences.



Resizing different columns in the interface is simple just hover over the side of the panel, your cursor will become a resizer, and the line will show a blue hover state to indicate that you can adjust it.

Then drag and drop the column to the width you want. Plus, the panels have a set default minimum width, so can return to their original size easily.

Simultaneously adjust the Properties Panel and User Profile

You can now change the size of the ticket message by adjusting the width of the Ticket Properties Panel and the User Profile at once. We have added the ability to resize these columns to give you choices over your workspace.

In the Tickets app, when you select either the Properties Panel or User Profile both columns will become active and can be adjusted to give you the desired working space on a ticket.



You can also adjust the width of the Properties Panel in other helpdesk apps, such as the Publish interface. You can change the panel's size to give you more space when working on different types of Help Center content.

Resizing Global Apps

We have also added the ability to resize your global apps when locked onto the right-hand side of the interface. Whether or not other panels are in view, the global apps are resized independently of the other panels in the interface and each other.

When part of the interface gets resized, the settings are remembered, so when you next open the panel it will display at the same width as previously adjusted. You can see this below with the global search app:

The screenshot displays a customer service dashboard with three main sections: Tickets, a central chat window, and a right-hand sidebar containing Notifications and Search panels.

- Tickets Panel (Left):** A list of ticket categories and counts, including 'MY INBOX', 'Mine', 'In Following', 'My Teams', 'My Pending', 'My Labelled', 'Starred', 'INBOX', 'Unassigned', 'Pending', 'SLA Failed', 'Department', 'Labelled', 'Open Problem', 'All Open', 'VIP AWAITING AGENT', 'Lists', 'Search', 'Problems (6)', 'My Stars', and 'Labels'.
- Central Chat Window:** A conversation titled 'Change payment information' with a status of 'Awaiting Agent'. The chat history shows a customer message: 'Hi, I need to update my billing information because my card has expired. I can't find where to do this can you help me?'. An agent named Agatha responds: 'Thanks, Agatha'. A follow-up message from the customer says: 'Hi Agatha, Thanks for your message. One of our team will get back to you shortly!'. An agent named Lara responds: 'Hi Agatha, I can update your details for you if you let me know what needs to be changed, or you can update them yourself from your User account. This page will explain how you can do that. <https://2218energy.deskpro.com/en-US/guides/setting-up-your-account/add-your-billing-information>. If you need any more help do let me know! James Moriarty'. The chat interface includes a 'Send' button and a 'Dismiss All' button.
- Notifications Panel (Right):** A list of recent notifications, including 'New (5)', 'Dismissed', and 'History'. It shows notifications from 'Hannah Scott', 'Mandecca Smith', 'Hannah Scott - Status to Resolved', 'New agent note by joel', 'Hi Chat follow up', 'New agent note by joel', 'Alisia Burvin - Status to Resolved', and 'Alisia Burvin - Status to Resolved'.
- Search Panel (Right):** A search bar with the text 'sherlock' and a list of search results under the heading 'Tickets (5)'. The results include 'Hi', 'I would like to change my tariff', 'Sherlock Holmes - sherlock.holmes@rest.com', 'Sherlock Holmes - sherlock.holmes@rest.com', 'Sherlock Holmes - sherlock.holmes@rest.com', 'Sherlock Holmes - sherlock.holmes@rest.com', 'Sherlock Holmes - sherlock.holmes@rest.com', 'Re: New Approval - User Application for Solar Trial (5) - Sar...', and 'Sarah Lheureux - sarah.lheureux@deskpro.com'. Below the search results, there are sections for 'CRM (3)' and 'Tasks (4)', with tasks listed as 'Reset Sherlock Holmes' Password' and 'Update billing information for Sherlock Holmes'.