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We've made the helpdesk faster by optimizing loading speeds

2022-10-25 - Lara Proud - [Comentarios \(0\)](#) - [Product \(Agent\)](#)

We have made several improvements to the loading speeds of different helpdesk elements to enhance Deskpro's overall performance and speed!

We optimized the loading speed of the user profile on a ticket, it will now be pre-cached to ensure it loads instantly when you open a ticket.

We've also been working to improve the speed of tab closing. Our refinement of ticket tabs will reduce the delay when closing multiple ticket tabs, or ticket tabs with extremely long message threads.

This will make navigating out of tickets by closing the tab feel much more responsive and improve the overall feel of moving around the interface. We have also refined the loading speed of messages in a ticket thread, so you can easily scroll through the thread and messages will be fetched faster.

Another improvement we've made is that we have enhanced the speed that ticket action updates display in the UI, now setting Agent, Team, Follower, or Status will update instantly.

We recently added a hover state for tickets from the Global Search and Notifications apps, to give you a quick preview of a message when you're hovering over it, and we have now made it faster.

The screenshot shows the Deskpro helpdesk interface. At the top, there's a search bar with the text 'Ch' and a filter/sort button. Below the search bar, there are sections for 'Organisations (1)' and 'Users (4)'. The 'Users' section lists four users: Simon Christy (P&G CEO), Christina Webb, Christy Watson, and Jordan Hughes. The 'Tickets (10)' section shows a list of tickets. The top ticket is titled '15876 Updating our chocoholic account to premium' and has a status of 'Awaiting Agent'. The message list for this ticket shows a message from Tim Jennings at 23 minutes ago, followed by a message from Bill Sanders. The interface includes various buttons for actions like 'ASSIGNED AGENT', 'TEAM', 'FOLLOWERS', 'DELETE', 'STATUS', and 'MORE'. The message threads are shown with timestamps and user icons.

All of these changes should help your helpdesk interface feel efficient and easier to navigate, and we are continuing to work on other optimizations to provide an even faster interface.