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Collapse and expand User Profiles to keep your workspace tidy

(Lara Proud - Comment (1) - Product (Agent - 2022-09-20

You can now collapse and expand the user profile on Tickets and Community topics by clicking on the user's name in the properties. Hiding the User Profile will remove it from .your view, giving you more space in the interface to interact with tickets or content

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	Agent Team Followers	
×	34 min2 hrs50 secNext eventTicket openUser waiting	1
	Christopher Padfield Christop Hide user profile Christop	
1	CC + Add	N
	Ref PEOR-3949-DFKE	
	Brand Deskpro	
	Department Responsible Disclosures	
	Language Ste English	

We have made it easy to toggle the visibility of the profile. Just click the User's name to remove it from view, and if you want it to reappear, click their name again. This also works .for viewing the profile of CC'd users on a ticket

The ability to click through to an Organization from the User profile remains the same, just .click on the organization from the profile when it is in view

6	Tickets		My Team's (8) * Change of add_ earthshardedres	×) • +	* ® ¢ Q
2		ш ~	Change of address needed ★		i () feesting Agent)
R	MY INBOX		• • • • • • • • •	We aim to respond with more information surrounding this question within the hour!	History
ø	Mine I'm Following	7	Kind regards, Hannah		
	My Team's	8	Agent Team Followers		
	Starred	2	O 💬 AD2		Анд 16, 2022, 2-18 РМ (43) 🌘
0	INBOX		-4 wks 4 mos 3 wks Next event Ticket Open User Waiting	Øjoell Jenkins Can you book a call for next steps?	
Ű	Unassigned	7	Agatha Bardle agothabardleiBesample.com	b weenware	Aug 20, 2022, 4:39 PM PA 🔱
	Awaiting Agent 35 Pending 2	E Att	Escalation: The customer has not replied in 7 days. Follow up or resolve the ticket.		
	SLA Failed	0	Ref MMOR-0229-XXIP	A (MA)	5ep 1, 2022, 302 PM #5 🔋 🙎
	Unassigned	1	Brand	Hi Agatha,	
	Labelled	4	📧 221B Energy	n r ryonanoj	
	Open Problem	2	Department* El Customer Support - USA	This has now been sorted, please let me know if there is any further issues?	
	All Open	47	Language	mo nor nor occir prices preserve me informa energie print information	
	VIP AWAITING AGENT	1	English	Thanks,	
			What are you hoping to get in touch about?	Holiks,	
	Lists	~	Updating an existing account	▶ CALL -44768115633	Sep 1, 2022, 3:83 PM #6 🤱
	Search	~	Account Number 790497834		•
	Problems (5)	~		Agatha Bordle (s447360226608)	
	14.04			X Calltog	
	My Stars	×		🗶 Email 👔 Note 🌙 Call 🗭 SMS 🛞 WhatsApp 🅐 Forward	8 🖬 Tr X # 0
	Labels	~		To: 🚯 Agatha Bardle -sagathalaarde@example.com> Add CC. +	
				Write a message	
				Signature ×	
				Send as (& Avering two)	
€	Lara Proud ② 221 B H ~	4 🕫		and stey an this ticket +	

We're introducing this feature to provide the additional ability to customize your workspace. Being able to toggle the User profile from view helps to keep your helpdesk interface as straightforward as possible, and provides a larger working area for Agents operating on .smaller screens or in Card view