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## Get even better visibility on tickets

(Lara Proud - Comment (1) - Product (Agent - 2023-05-15

It's now easier than ever to control visibility in the helpdesk, with just one click, you can .easily manage your view of tickets by hiding the Ticket Properties and CRM profile panels

To hide either panel, simply hover over the dividing line and click the blue button. We developed this feature based on valuable feedback from Deskpro users who wanted more .control over the interface, ensuring optimal visibility regardless of screen size

When the panels are hidden, you'll notice icons representing each panel: an **Information** icon for Ticket Properties and a **User** icon for the CRM Profile. :Clicking these icons will reopen the respective panels



With the ability to collapse the Ticket Properties Panel, you gain improved visibility of the ticket thread. This is especially helpful for agents working on smaller screens or those who prefer a streamlined view while handling tickets. And your chosen panel state will be saved in your preferences, whether you prefer one panel hidden, both, or all open. So, when you open another ticket, the panels will reflect your last applied .view

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() ( <sup>1</sup> ) <sup>5</sup> ( <sup>1</sup> )	Hide Ticket Properties ges 🗢	🕤 History Hide User Panel 💦	0 B 6 5 C <sup>1</sup>
Awaiting Agent 🗸 2	To:   Anthony Martin (anthony@example.com)	- U	Summary +
Agent Team Followers	Hi Anthony, How many hours do you require? The different types of training are laid out in this article.		
34 min 2 hrs 49 min Next event Ticket open User waiting	CMAL support(deskpr.com     1hour + #2 i     Add Position     thur + #2 i		
Anthony Martin anthony Gexample.com <u>+Add</u> Ref PEOR-3949-DFKE Brand	Hi Chris, Properties Thinks, I think we will need 5 hours of reports training and 3 hours of admin training. Could you send me an invoice None Language Regards, Regards, Registreed	Timezone Europe/London Language None User Group	
Deskpro Department	Anthony		Brand Bookpro ×
Sales	Email B Note      Forward      Call      To:     Anthony Martin <anthony@example.com> ×</anthony@example.com>	I CO A X 4 0 0 ×	Tickets + Q ≑ ≡
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	Hi Anthony,		78283 Welcome to Deskpro 🔮 🥥 🌘
	Sounds great, III attach the invoice to this message an Best Regards, Chris	d we can arrange time for the sessions with your team.	
	Send as Awaiting Agent Agent G Macro		

While we have made these changes, we've retained the original functionality where you could hide or open the CRM profile by clicking on a User's name in the Ticket Properties Panel. However, we've added this alternative way to collapse the CRM profile, ensuring it's always collapsible, even when the Ticket Properties Panel is out .of view

In addition, we've made it easier to navigate between User and Organization Profiles. Now, when you open the Organization Profile associated with a User from the CRM Profile, you can effortlessly switch back to the User's profile by clicking the .convenient new **Back to User** button

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< Back to User
Summary +
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We're pleased to roll out this change to give you more flexibility over the Deskpro .interface to make the helpdesk useful for each individual agent