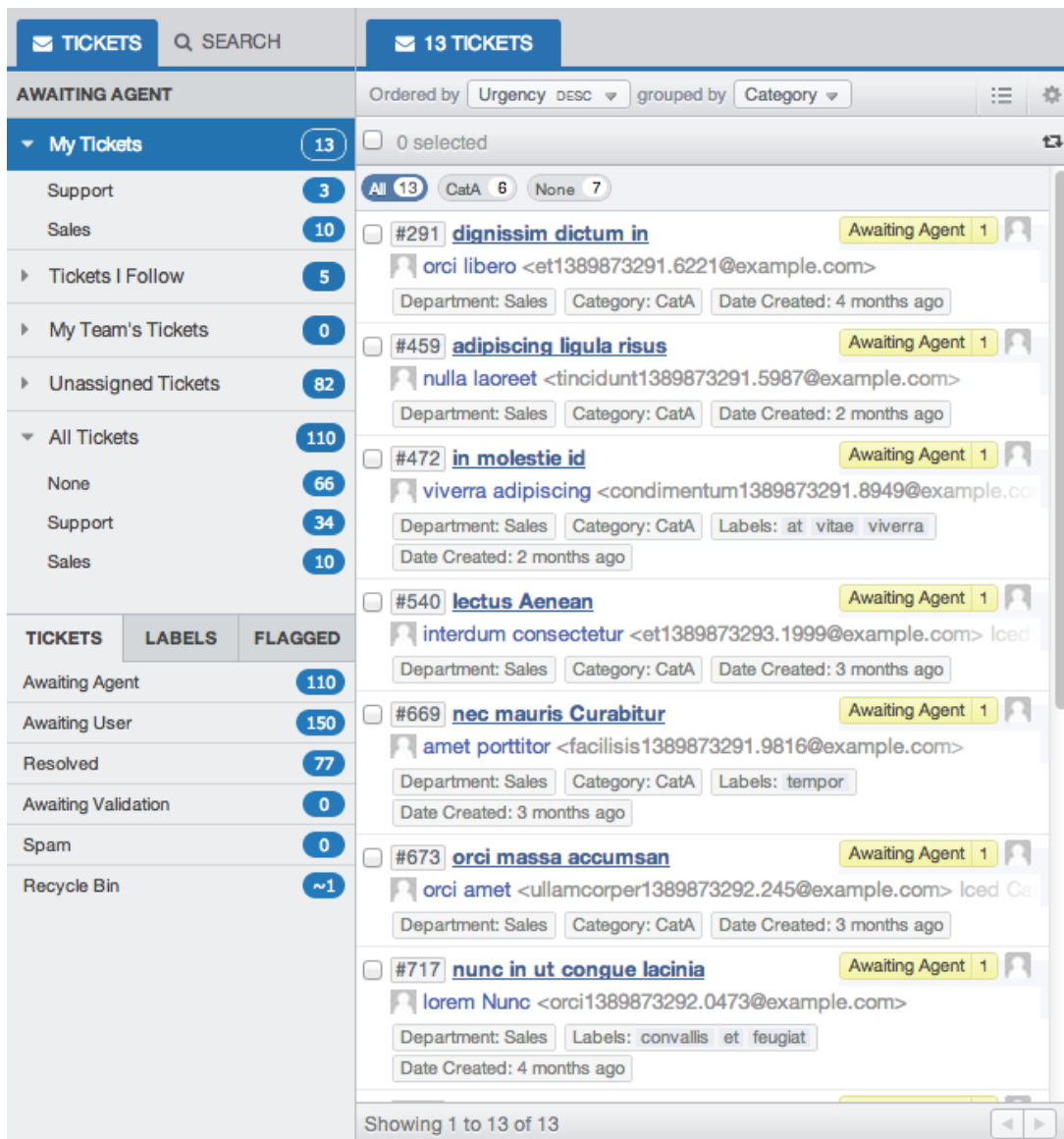


Improved Ticket List

Christopher Nadeau - Comments (٢) - Product - 2014-03-05

.In DeskPRO #317, a lot of work has gone in to making the ticket list faster and smoother



The screenshot displays the Deskpro 'Improved Ticket List' interface. On the left, a sidebar shows navigation options under 'TICKETS' and 'SEARCH'. The 'My Tickets' section is expanded, showing counts for Support (3), Sales (10), Tickets I Follow (5), My Team's Tickets (0), and Unassigned Tickets (82). Below this, a table lists ticket statuses: Awaiting Agent (110), Awaiting User (150), Resolved (77), Awaiting Validation (0), Spam (0), and Recycle Bin (~1). The main area shows a list of 13 tickets, each with a checkbox, a title (e.g., '#291 dignissim dictum in'), a user profile picture, an email address, and metadata like Department, Category, and Date Created. The interface is clean and modern, with a focus on readability and ease of use.

Faster real-time updating

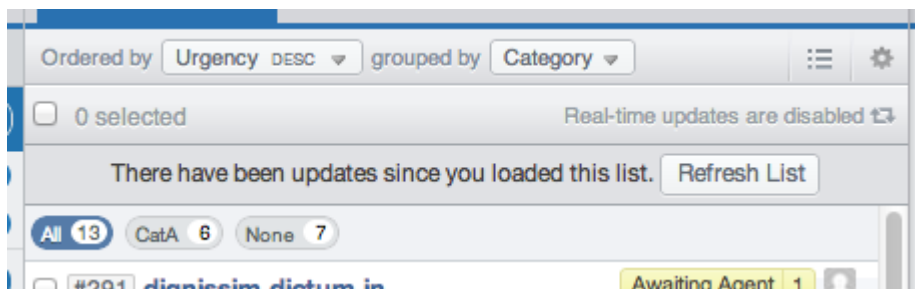
The list now responds to changes faster and more accurately. Tickets are added and .removed from filter results in near real-time. No more distracting loading screens

Correct sort order

As new tickets are added or updated in real-time, their position within the list is kept accurate. For example, if you are sorting by urgency and the ticket urgency changes, the position of the ticket in the list will change as well

Pausing real-time updates

It is now possible to completely pause real-time updates by clicking the icon near the top right of the list. If a change happens while the list is paused, DeskPRO will show you a notice



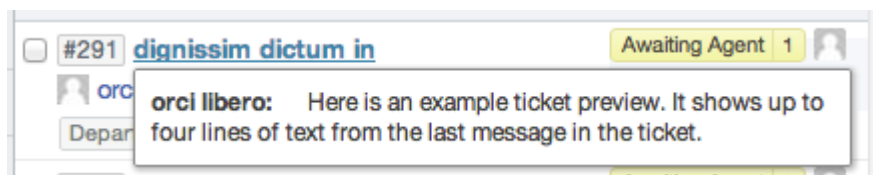
Real-time updates with mass actions

While working with mass actions, DeskPRO enters a “limited” real-time update mode. Ticket properties are kept up-to-date in the list and tickets are automatically removed, but no new tickets are added

This means the list you are working on stays the same so long as you have mass actions open. It makes it easier to work with mass actions on busy helpdesks where other agents may be interacting with tickets at the same time as you are trying to perform mass actions

Ticket Previews

:Hover your mouse over a ticket subject link and a preview tooltip appears



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Tommy Jackson

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Good to see pictures and additional information regarding the update. Sometimes the release notes are less informative

Keith DeWald

10 سال پیش

Very nice improvements. Now if only there were a first-page last-page capability. << < 3 > .>> would be nice. << < 1 2 3 4 17 > >> would be even nicer