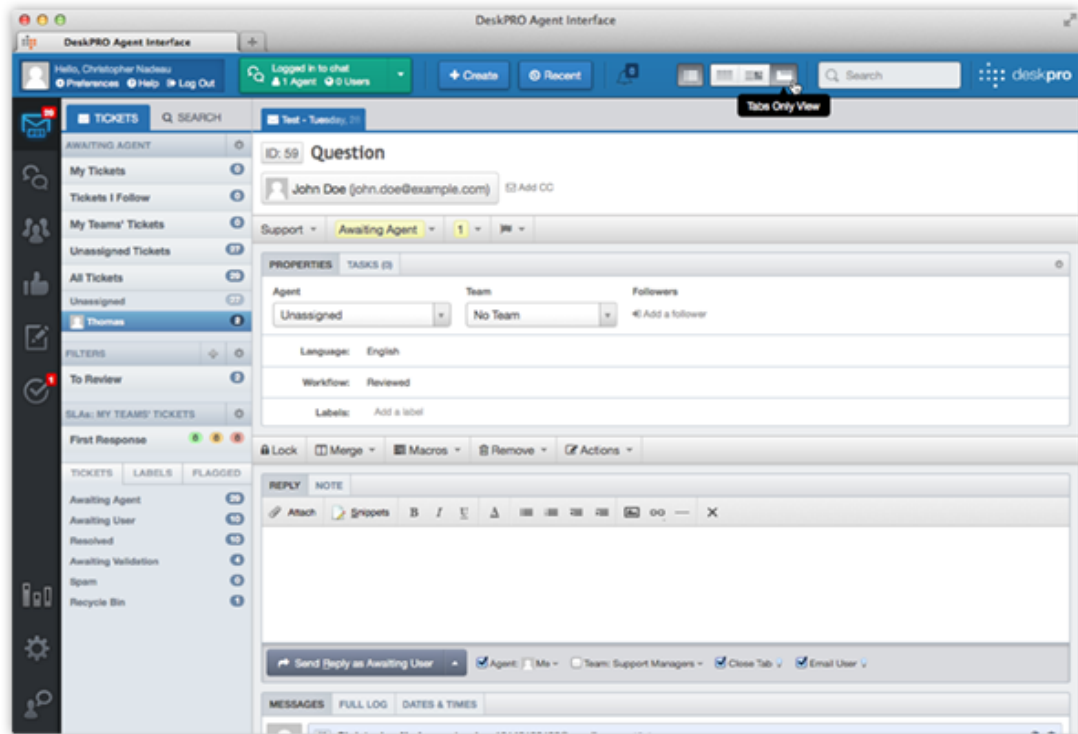


## Updated agent interface

Christopher Nadeau - Comment (1) - Product - 2013-06-11

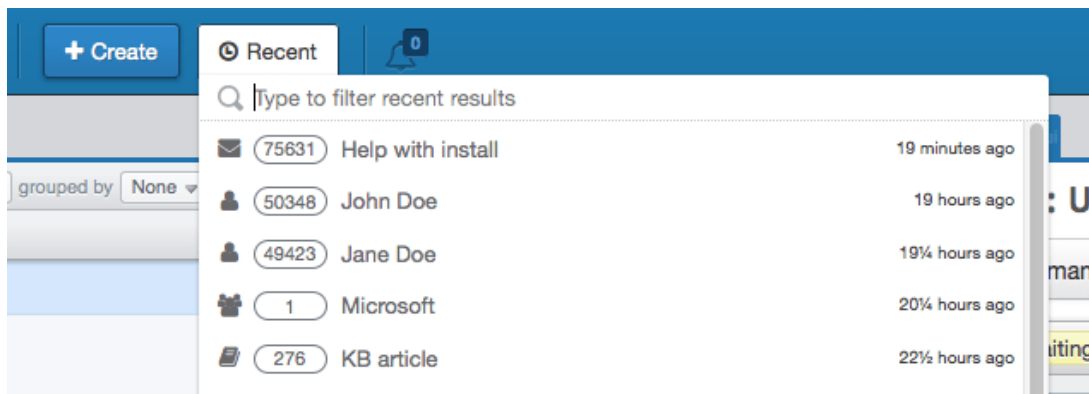
.The Agent Interface has been updated with a new header bar and improved navigation



In the header the new View Mode buttons let you toggle the visibility of the three panes. Users on smaller screens can now work comfortably by hiding panes that they are not .using



The new Recent menu makes it easy to find tabs you have viewed recently and also search .through them



Tickets, CRM, Publish and Feedback now have new "Search" tabs to make it easier to .submit specific searches

The screenshot shows a 'SEARCH' tab interface for tickets. The interface is divided into two main sections: a left sidebar with navigation icons and a main content area with search filters. The left sidebar contains icons for a mail envelope (with a red '19' badge), a magnifying glass, a group of people, a thumbs up, a document with a pencil (with a red '5' badge), a checkmark (with a red '1' badge), and a Twitter bird. The main content area has a header with 'TICKETS' and 'SEARCH' tabs. Below the header, there are several search filters, each with a text input field and a gear icon for settings:

- Status**: A dropdown menu with the selected value 'Awaiting Agent, Awaiting User'.
- Agent**: A dropdown menu with the selected value 'Me'.
- Ticket Field**: A text input field.
- Subject**: A text input field with the value 'Upgrade'.
- Message**: A text input field.
- User**: A text input field.
- Organization**: A text input field.
- Dates & Times**: A text input field.

At the bottom of the main content area, there is a 'Search' button.