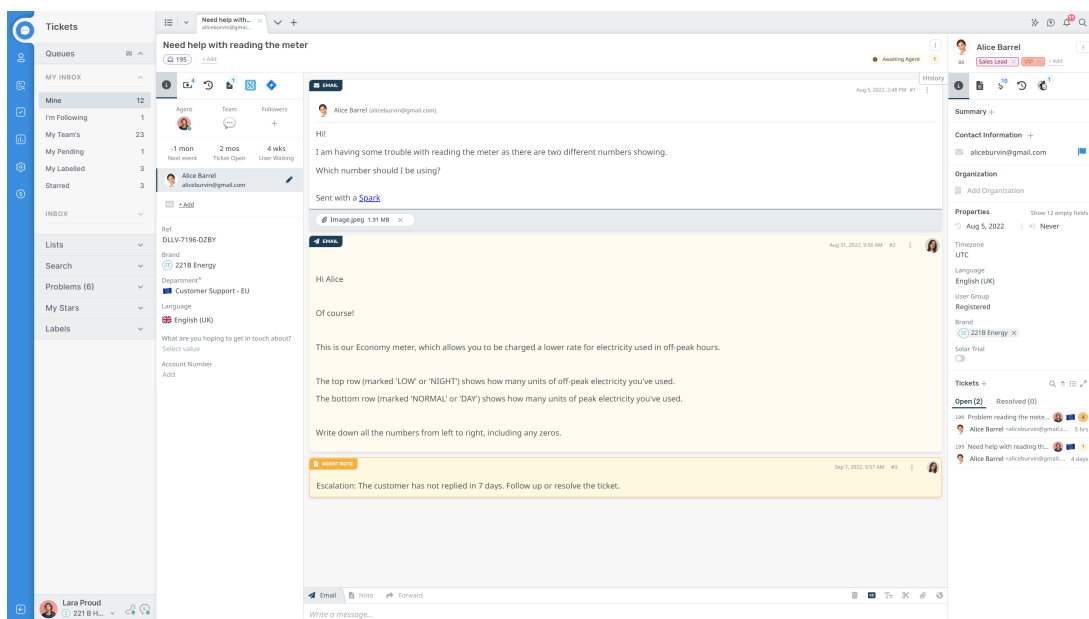


## We have reduced the size of the reply box default state

(Lara Proud - Comment (1) - Product (Agent) - 2022-10-04)

We have reduced the initial default height of the email and note tabs of the reply box; so you have a clear view of the ticket and easily see messages in the ticket thread when you first open a ticket. The other reply box tabs will remain at the original reply box height, so if they are your default tab, you will not observe a minimized reply box

Having a smaller default state for the reply box helps the interface feel less cluttered visually, so you can more quickly gain the context you need from the ticket. This new design also allows agents working on smaller screens to have less of their interface taken up by the reply box



The reply box will expand when you start typing in the email or note tabs, or when you interact with the reply box in some way, e.g., by dragging an attachment into the box, clicking an icon in the toolbar, or selecting a different reply box tab

Some things to note are that the reply box will still expand to a maximum height of 50% of the content panel when you're writing responses. This UI change will also respect your permissions, such as being displayed at the original height if you have an alternative default tab or last used a channel that does not have a minimized state

**Tickets**

Need help with reading the meter

195 | Alice Barrel | Aug 5, 2022, 2:48 PM #1

Agents: Alice Barrel (alicebarrel@gmail.com) | Team: | Followers: +

Hi!

I am having some trouble with reading the meter as there are two different numbers showing. Which number should I be using?

Sent with Spark

Image.jpeg 1.91 MB

Hi Alice

Of course!

This is our Economy meter, which allows you to be charged a lower rate for electricity used in off-peak hours.

The top row (marked 'LOW' or 'NIGHT') shows how many units of off-peak electricity you've used. The bottom row (marked 'NORMAL' or 'DAY') shows how many units of peak electricity you've used.

Write down all the numbers from left to right, including any zeros.

Escalation: The customer has not replied in 7 days. Follow up or resolve the ticket.

DLV-7196-02BY | 2218 Energy | Customer Support - EU | English (UK)

What are you hoping to get in touch about? | Account Number | Add

Summary | Contact Information | Organization | Properties | Timezone | Language | User Group | Brand | Solar Trial | Tickets

Open (2) | Resolved (0)

14: Problem reading the mete... | Alice Barrel | 5 hrs

15: Need help with reading th... | Alice Barrel | 4 days

Lisa Proud | 2218 | Write a message...