

We've made the helpdesk faster by optimizing loading speeds

(Lara Proud - Comment (1) - Product (Agent) - 2022-10-25)

We have made several improvements to the loading speeds of different helpdesk elements !to enhance Deskpro's overall performance and speed

We optimized the loading speed of the user profile on a ticket, it will now be pre-cached to .ensure it loads instantly when you open a ticket

We've also been working to improve the speed of tab closing. Our refinement of ticket tabs will reduce the delay when closing multiple ticket tabs, or ticket tabs with extremely long .message threads

This will make navigating out of tickets by closing the tab feel much more responsive and improve the overall feel of moving around the interface. We have also refined the loading speed of messages in a ticket thread, so you can easily scroll through the thread and .messages will be fetched faster

Another improvement we've made is that we have enhanced the speed that ticket action .updates display in the UI, now setting Agent, Team, Follower, or Status will update instantly

We recently added a hover state for tickets from the Global Search and Notifications apps, to give you a quick preview of a message when you're hovering over it, and we have now .made it faster



All of these changes should help your helpdesk interface feel efficient and easier to navigate, and we are continuing to work on other optimizations to provide an even faster .interface