We have added drag and drop to our Kanban View

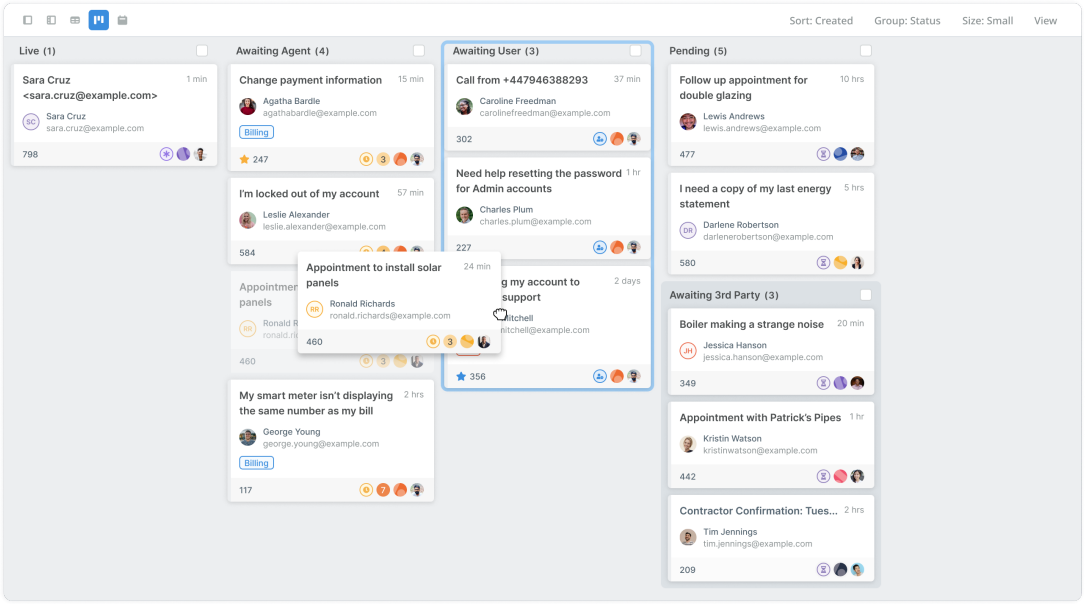
2022-12-06 - Lara Proud - Comments (0) - Product (Agent)

We have made improvements to our new Kanban view. You can now move tickets into different columns with drag and drop, which will update ticket properties accordingly.

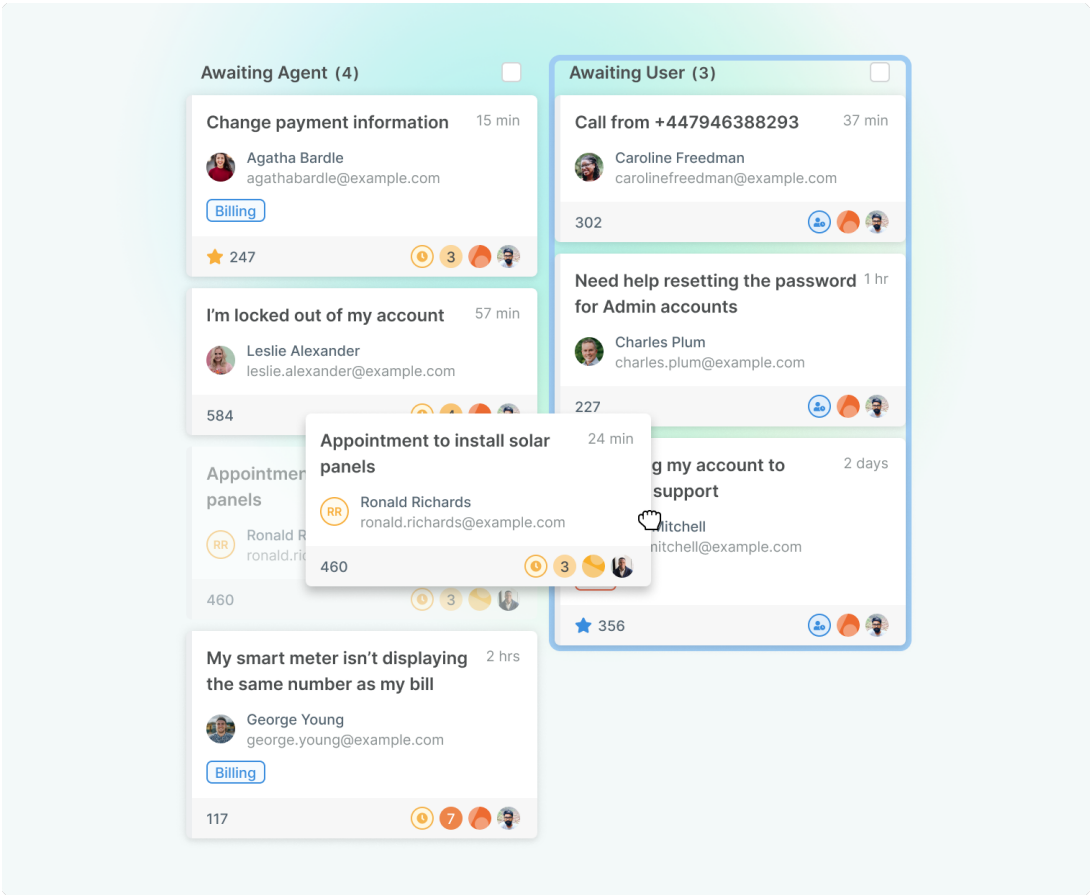
You will be able to drag and drop tickets and update their properties when they're grouped by:

- Status
- Department
- Team
- Agent
- Urgency

You can see in the image below how tickets will appear when grouped by Status. In this example, Pending has the sub-status **Awaiting 3rd Party**.



TAny grouping where you have created sub-values, such as sub-statuses and sub-departments, will be automatically grouped in the view. This makes it easy to view all tickets within their hierarchical structure visually and move them between the different properties through the simple drag and drop functionality.



You can also group tickets in Kanban view by date and time-based values, including:

- Waiting Time
- Total Waiting Time
- Open Time
- Date Created
- Last Reply
- Last User Reply
- Last Agent Reply
- Custom Date Fields and more.

We have added this functionality to our Kanban view to extend the usefulness of the Beta version and provide a more complete way of managing tickets in a Kanban board.