Improving View Settings for Ticket Queues Collecting Feedback

- Cecilia Sam
- **Nom du forum:** #Design Feedback

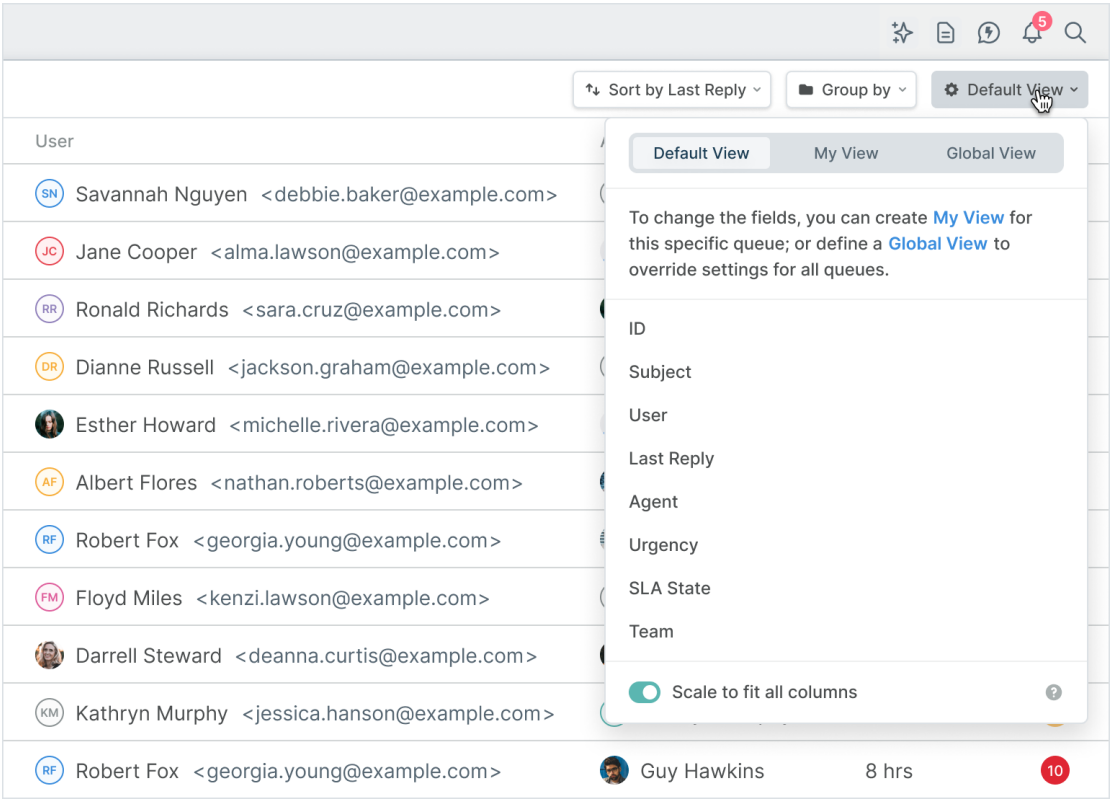
 Welcome!
Thank you for agreeing to share your feedback and insights to make Deskpro Horizon better. We will present you with a potential feature idea about improving view settings for ticket queues, before asking some questions about your experience with the current setup and your feedback on the new feature.

 Feature Idea
One of the most important workflows in Deskpro is for support agents to work through Ticket Queues. Setting up each queue in the right way (i.e. defining displayed fields, sorting, grouping, etc.) plays a critical role in allowing agents to customise and streamline their workflow.

To improve the usability and management of field settings, we're looking to introduce the concept of three different view modes: **Default View**, **My View**, and **Global View**.

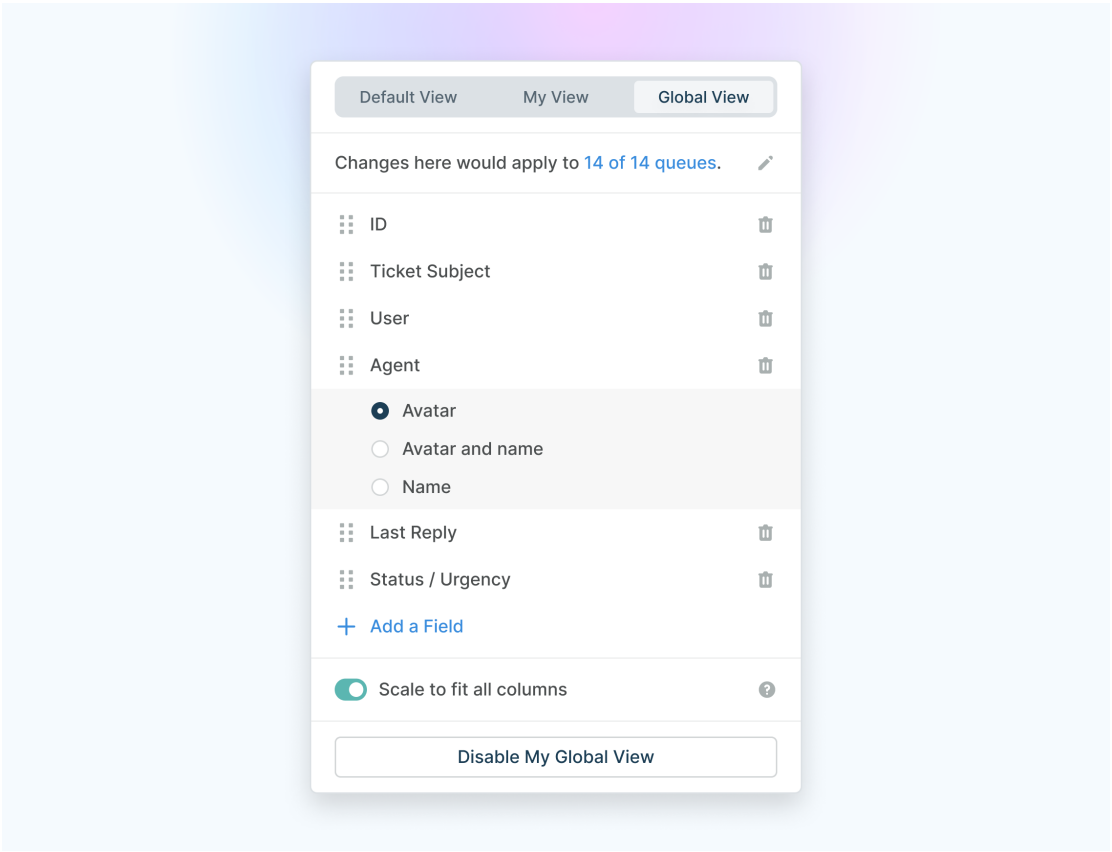
Default View

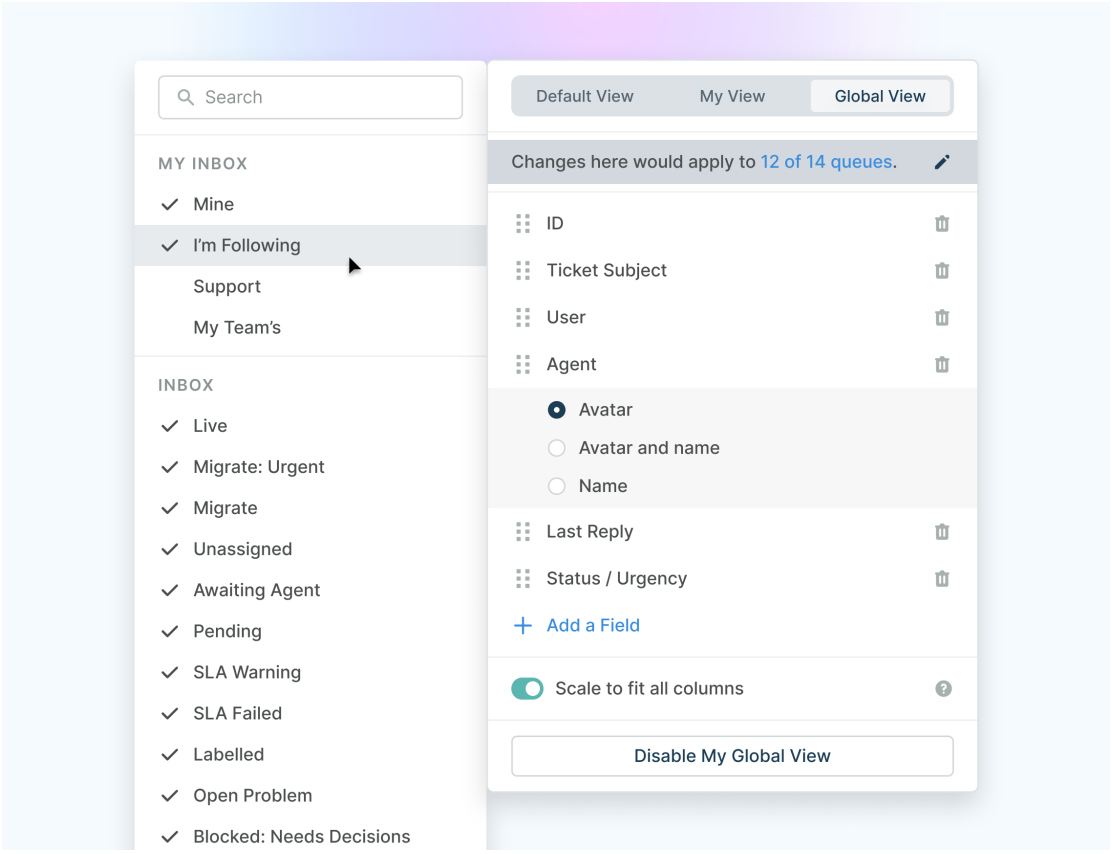
Default View is the queue's default setting. This can be the original setting set by Deskpro or it can be set by the organisation Admin.



Global View

Global View is a personal default setting for queues. It can be used to override the Default View and apply a customised setting to all of your queues. However, once enabled, you can still edit field settings for queues individually by applying My View.

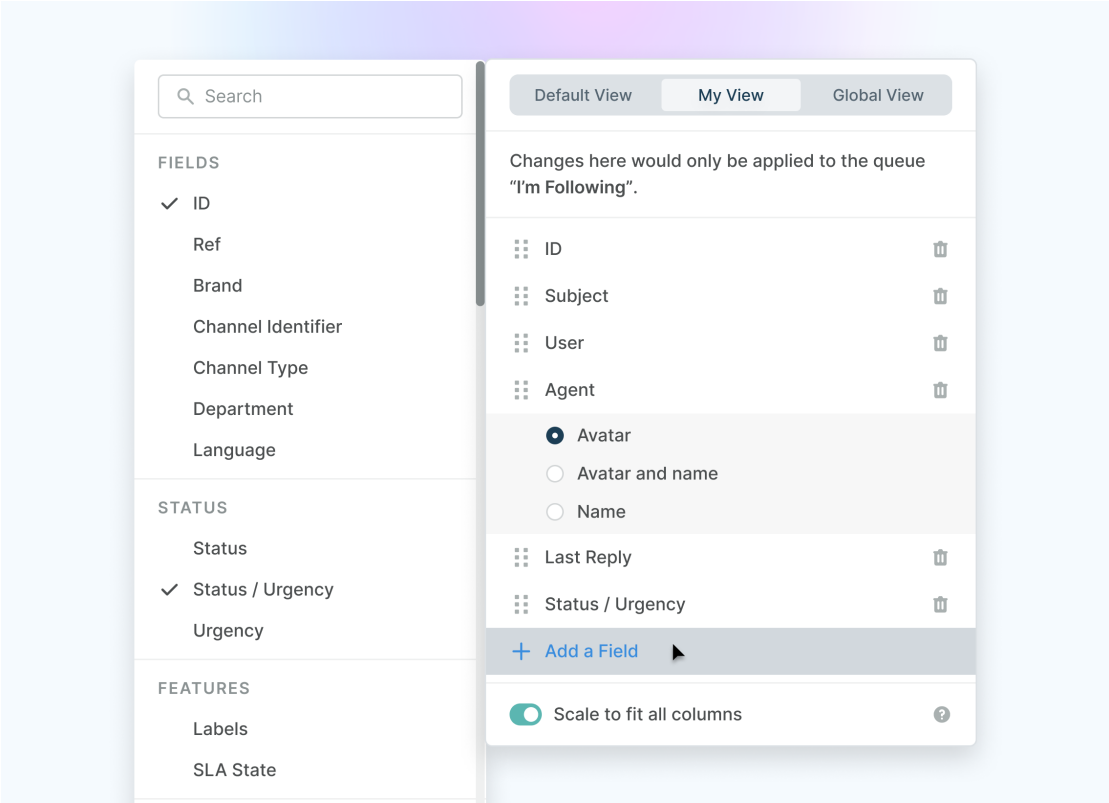




My View

My View is the customised field setting for a queue. This setting is personal (i.e. not viewable

to others), and would override any other view settings on the queue.

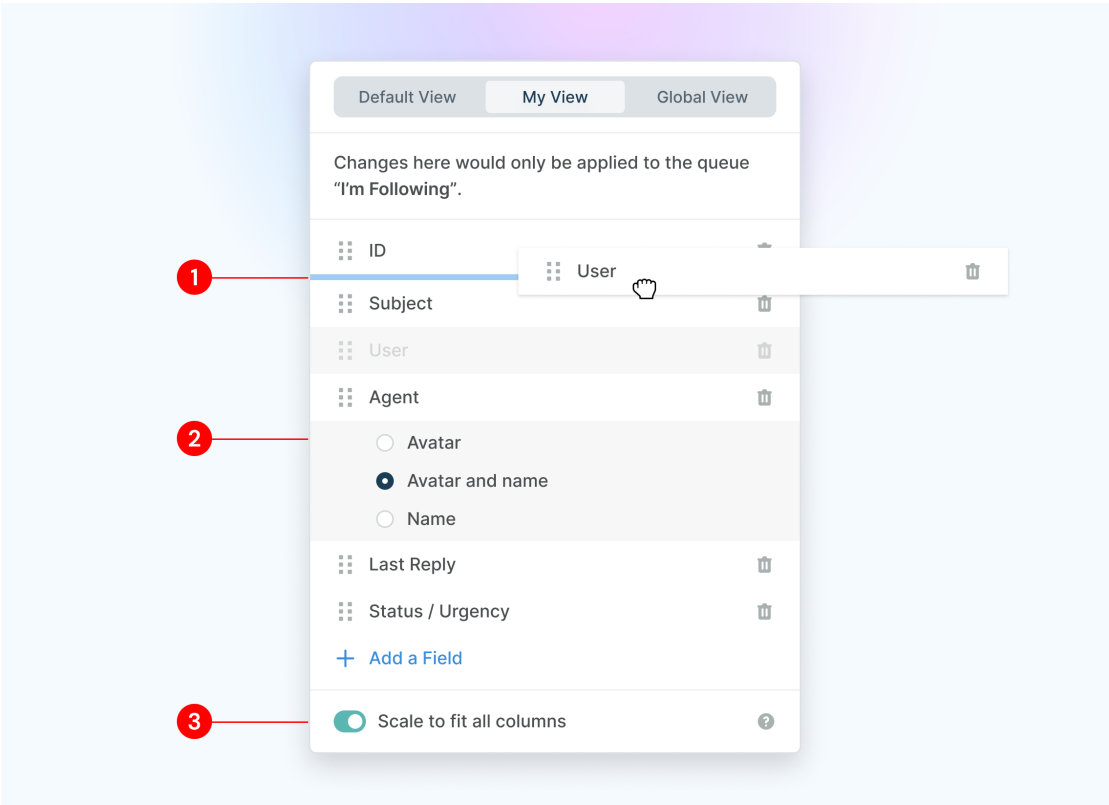


Only one view mode can be applied to a queue, under a certain Board View at a time. For example, when you are on the queue **Unassigned** and has chosen the board view **Table View**, your choice of view mode would only apply to **Unassigned: Table View**. The view settings would not carry over to Unassigned's **Dual-Table View**.

The same logic applies even when a grouping option is applied to the queue. For example, if you have applied a grouping option, **Group by Agent**, to the queue **Unassigned**, and has chosen the board view **Table View**, your choice of view mode would still apply to **Unassigned: Table View**.

Small Changes

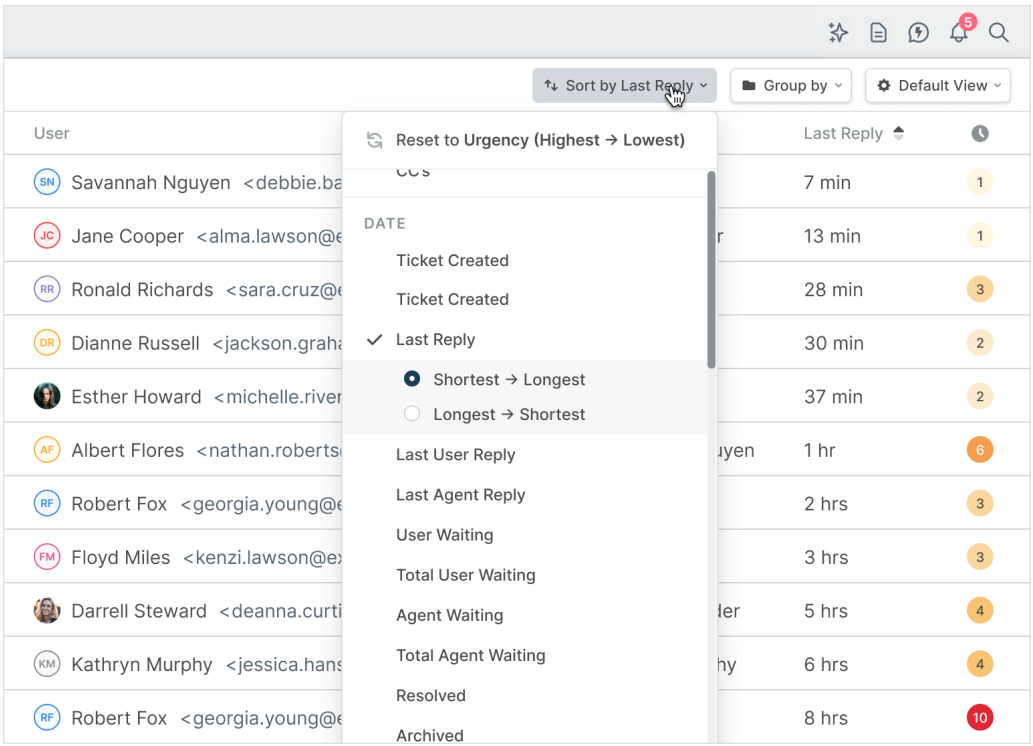
There are also some incremental improvements in this new view settings menu. Firstly, you can drag and drop to **reorder fields** with ease. Secondly, you can now select the displayed state for certain fields (i.e. to show the agent field in the **avatar format** or to show agent name as a **text field**). Thirdly, you can specify whether to **scale table columns dynamically or not** in all of the view modes.



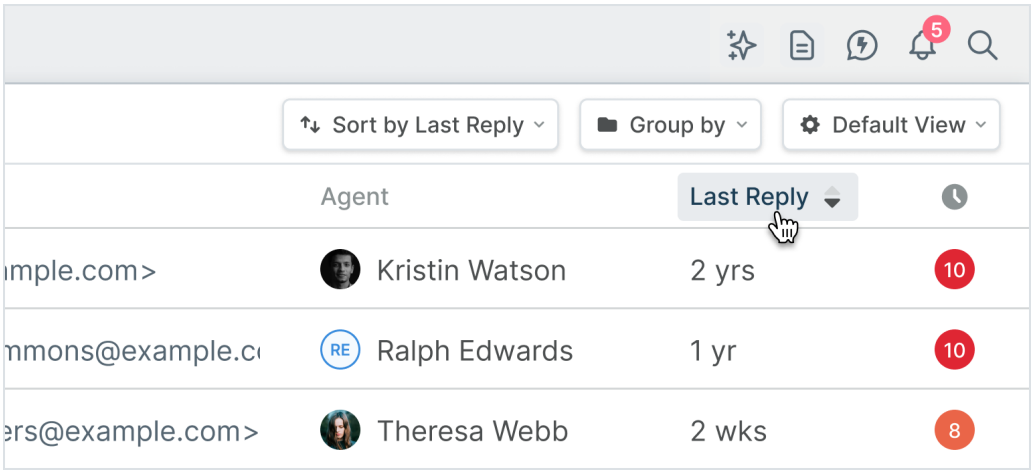
Sorting and Grouping

We are also looking to improve sorting and grouping on ticket queues. On an organisation level, admins can set a **Default Sorting** and **Default Grouping** option for each queue under a specific view. To override the default settings on an individual level, we are introducing the following:

- New grouping menu for agents to modify the grouping and sorting option and sort order when they're viewing the queue
- New sorting menu for agents to modify the sorting option and sort order when they're viewing the queue
- The language of explaining sort order is improved to reflect the nature of the sort item. For example, we are using A → Z for text fields, Highest → Lowest for urgency, and Longest → Shortest for date and time fields.



- Agents can perform sorting by clicking on the table column header and reverse sort order by clicking it again



Coming Changes

There are a few changes regarding this feature idea that are yet to be implemented. For one, the ability for Admins to enforce a Default View per queue for all agents and disable both the Global View and My View options for the organisation is still being built.

The Board Views are also getting a design refresh. We are looking to update the **Dual View** to a **Condensed Table View** for greater consistency between views and to optimise software performance. Moreover, a **Kanban Board View** and **Dual-Kanban Board View** are also in our pipeline to aid the visualisation of tickets and to provide another way for you to customise and streamline your workflow.

Commentaires (16)

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1 Please describe a time when you had to change the view settings (sorting, grouping, fields displayed, view, column width etc.) for a queue. test ---------- 2 What problems do you currently face while changing the view settings for queues? test ---------- 3 What are your favourite aspects of the proposed changes? Why? test ---------- 4 What are your least favourite aspects of this proposed changes? Why? test ---------- 5 Would you use this feature? How? test ---------- 6 How would you feel if we do not proceed with this feature change (Very disappointed, Somewhat disappointed, Not disappointed, I don't use this feature)? test ---------- 7 Do you have any areas of concerns or additional suggestions about the proposed changes or this feedback session? test ---------- Publish: No Name: John Doe Email: admin@deskprodev.com

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1 Please describe a time when you had to change the view settings (sorting, grouping, fields displayed, view, column width etc.) for a queue. The default view did not show the last reply date (if I remember correctly), and too much importance placed on the 'priority' feature which

we do not particularly use. ---------- 2 What problems do you currently face while changing the view settings for queues? I am unable to nicely see the last agent who responded to a ticket; being able to see who was the last person to respond visually would be much easier in the ticket list view rather than using the preview feature and reading latest replies. ---------- 3 What are your favourite aspects of the proposed changes? Why? The much more graphical and customisable layout of view changes, and general enhancements to the amount of customisability. ---------- 4 What are your least favourite aspects of this proposed changes? Why? Too many visual-programming style 'blocks'. I don't really need to drag around views and columns in a list, I just need a check box. It feels more mobile-app centric. ---------- 5 Would you use this feature? How? Definitely. I'd ask my team what information they most prefer to see instantaneously and set a global view to make everyone's live easier. ---------- 6 How would you feel if we do not proceed with this feature change (Very disappointed, Somewhat disappointed, Not disappointed, I don’t use this feature)? Somewhat ---------- 7 Do you have any areas of concerns or additional suggestions about the proposed changes or this feedback session? ---------- Publish: No Name: Michael Boyce Email: michael@fetchanalytics.ai Hostname: fetchanalytics.deskpro.com

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1 Please describe a time when you had to change the view settings (sorting, grouping, fields displayed, view, column width etc.) for a queue. N/A ---------- 2 What problems do you currently face while changing the view settings for queues? N/A ---------- 3 What are your favourite aspects of the proposed changes? Why? N/A ---------- 4 What are your least favourite aspects of this proposed changes? Why? N/A ---------- 5 Would you use this feature? How? N/A ---------- 6 How would you feel if we do not proceed with this feature change (Very disappointed, Somewhat disappointed, Not disappointed, I don’t use this feature)? N/A ---------- 7 Do you have any areas of concerns or additional suggestions about the proposed changes or this feedback session? N/A ---------- Publish: No Name: Kimberly Newman Email: kimberly@amplifinp.com Hostname: desk.amplifinp.com

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1 Please describe a time when you had to change the view settings (sorting, grouping, fields displayed, view, column width etc.) for a queue. for every queue we have to add and adjust width, want to remove default DeskPro columns, add fields and want to sort in the order we want them in, not the order they are added in (which is/was the DeskPro default) ---------- 2 What problems do you currently face while changing the view settings for queues? unable to sort the fields into the order we need them in ---------- 3 What are your favourite aspects of the proposed changes? Why? more flexibility to what we need vs what DeskPro thinks we need ---------- 4 What are your least favourite aspects of this proposed changes? Why? Only 1 sorting option available, would be nice to have multiple sort.. sort a then sort b applied ---------- 5 Would you use this feature? How? yes, would adjust all defaults for our team members ---------- 6 How would you feel if we do not proceed with this feature change (Very disappointed,

Somewhat disappointed, Not disappointed, I don’t use this feature)? very disappointed ---------- 7 Do you have any areas of concerns or additional suggestions about the proposed changes or this feedback session?

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1 Please describe a time when you had to change the view settings (sorting, grouping, fields displayed, view, column width etc.) for a queue. We've tried grouping by organisation ---------- 2 What problems do you currently face while changing the view settings for queues? Grouping display means you can't get an overview. for example group by org just splits over many pages making it worthless to find tickets under a org easily. So we switched to creating more queues ---------- 3 What are your favourite aspects of the proposed changes? Why? clearer sorting by ---------- 4 What are your least favourite aspects of this proposed changes? Why? global and default would end up doing the same things for us ---------- 5 Would you use this feature? How? doubt it as there isn't much more information we require on the page ---------- 6 How would you feel if we do not proceed with this feature change (Very disappointed, Somewhat disappointed, Not disappointed, I don’t use this feature)? I don’t use this feature ---------- 7 Do you have any areas of concerns or additional suggestions about the proposed changes or this feedback session? ---------- Publish: No

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1 Please describe a time when you had to change the view settings (sorting, grouping, fields displayed, view, column width etc.) for a queue. Just a sanity check from an on-prem instance ---------- 2 What problems do you currently face while changing the view settings for queues? Just a sanity check from an on-prem instance ---------- 3 What are your favourite aspects of the proposed changes? Why? Just a sanity check from an on-prem instance ---------- 4 What are your least favourite aspects of this proposed changes? Why? Just a sanity check from an on-prem instance ---------- 5 Would you use this feature? How? Just a sanity check from an on-prem instance ---------- 6 How would you feel if we do not proceed with this feature change (Very disappointed, Somewhat disappointed, Not disappointed, I don’t use this feature)? Just a sanity check from an on-prem instance ---------- 7 Do you have any areas of concerns or additional suggestions about the proposed changes or this feedback session? Just a sanity check from an on-prem instance ---------- Publish: No Name: James Godwin Email: james.godwin@deskpro.com Hostname: prod-rev1.qa.deskprotesting.com

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1 Please describe a time when you had to change the view settings (sorting, grouping, fields displayed, view, column width etc.) for a queue. . ---------- 2 What problems do you currently face while changing the view settings for queues? Used to be able to fully customise the view before Horizon update now have only a few options ---------- 3 What are your favourite aspects of the proposed changes? Why? because it goes back towards how it was before ---------- 4 What are your least favourite aspects of this proposed changes? Why? . ---------- 5 Would you

use this feature? How? . ---------- 6 How would you feel if we do not proceed with this feature change (Very disappointed, Somewhat disappointed, Not disappointed, I don’t use this feature)? very disappointed as its currently a step backwards ---------- 7 Do you have any areas of concerns or additional suggestions about the proposed changes or this feedback session? . ---------- Publish: No Name: Jordan Mann Email: jordanmann@tristel.com Hostname: hub.tristel.com

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1 Please describe a time when you had to change the view settings (sorting, grouping, fields displayed, view, column width etc.) for a queue. Don't get on my nerves with your feedback notifications. ---------- 2 What problems do you currently face while changing the view settings for queues? Don't get on my nerves with your feedback notifications. ---------- 3 What are your favourite aspects of the proposed changes? Why? Don't get on my nerves with your feedback notifications. ---------- 4 What are your least favourite aspects of this proposed changes? Why? Don't get on my nerves with your feedback notifications. ---------- 5 Would you use this feature? How? Don't get on my nerves with your feedback notifications. ---------- 6 How would you feel if we do not proceed with this feature change (Very disappointed, Somewhat disappointed, Not disappointed, I don’t use this feature)? Don't get on my nerves with your feedback notifications. ---------- 7 Do you have any areas of concerns or additional suggestions about the proposed changes or this feedback session? Don't get on my nerves with your feedback notifications. ---------- Publish: Yes Name: Christoph Sax Email: christoph.sax@lauterbach.com Hostname: support.lauterbach.com

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1 Please describe a time when you had to change the view settings (sorting, grouping, fields displayed, view, column width etc.) for a queue. often ---------- 2 What problems do you currently face while changing the view settings for queues? would like to update them all at once ---------- 3 What are your favourite aspects of the proposed changes? Why? Default view provides a standard to back to for all agents as I understand it. Default allows the agent to set properties of all of their queues, and then My view allows deviation among the agent's views as needed from their default view. ---------- 4 What are your least favourite aspects of this proposed changes? Why? Concerns that it will affect responsiveness and refreshes based on issues we are still seeing around that. ---------- 5 Would you use this feature? How? yes. standardize all at once and then apply settings for my view as needed. ---------- 6 How would you feel if we do not proceed with this feature change (Very disappointed, Somewhat disappointed, Not disappointed, I don’t use this feature)? seems it could be complex and possibly troublesome if not implemented successfully. ---------- 7 Do you have any areas of concerns or additional suggestions about the proposed changes or this feedback session? Please make sure responsiveness and refreshes are not impacted.