

Actualités > Product > Product (Agent) > We are launching the Beta version of our Kanban View

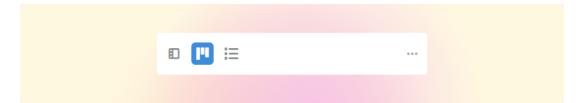
## We are launching the Beta version of our Kanban View

2022-11-28 - Lara Proud - Commentaire (1) - Product (Agent)

We are rolling out the beta version of our **Kanban View**, an agile work management tool that helps you group tickets in a visual workflow that aids the work process and boosts efficiency.

o 🔃 😑						Sort: Created 👙 Group: D	epartment 🕺 Large
Complaints (2)		IT Support (8)		Customer Support - EU (9)		Customer Support - USA (2)	HR (5)
Boiler problem is back!	3 mos	Account transfer Chynah c_hayde@hotmail.co.uk Billing	3 wks	Client Boiler Replacement Boris Smith boris.boilers@gmail.com 266	1 mon	Change payment information 2 more Agatha Bardle agathabardle@example.com Billing	(Email) Alice Bar alicebury
215	0 1 ి 🔇	274	🧿 🔹 🥸 🅼	Need help with reading the	4 mos	🚖 247 💿 ③ 💷 🚳	
Chat follow up Audrey Merivale audreym84@example.com Billing (Priority)	9 mos	Agatha Bardle <agathabardle@example Agatha Bardle agathabardle@example.co</agathabardle@example 		Mice Barrel Alice Barrel Urgent	11103	Issue with Wifi 2 more Greg Lestrade greg_lestrade@test.com 227	Password R
54	0 6 2 2	250	0 1 🤁 🗉	195	o 🕛 🛤 🔕		149
		I'm locked out of my acce agatha Bardle agathabardle@example.co 246		New Twitter mention from hannahrebekahs1	4 mos		Change of a (Form) Agatha B agathaba
		How do I read my meter?	(Form) 4 mos	New SMS from +44796923			★ 140
		189	0000	audreym84@example.com			
		Problem with my boiler	4 mos	160	🖲 🤨 💻 🏝		Priority
		Hannah S hannah.rebekah.scott@gm	ail.com	New WhatsApp from whatsapp:+44779300864	7 mos		119
		163	🖲 🤨 🤀 🕼	James Godwin			How do I ch method? (F
		Gary Jones <g.jones@example.com< td=""><td>6 mos</td><td></td><td>0 1 🔳 😩</td><td></td><td>Mordecal mordecal</td></g.jones@example.com<>	6 mos		0 1 🔳 😩		Mordecal mordecal
		Gary Jones g.jones@example.com		I'm having an issue with my boiler	9 mos		Billing New Hir
		151	🖲 1 🗘 🚳	Dora Planter dora.planter@example.com			<b>X</b> 11
		Request for new Phone	7 mos	99	o 1 🖬 🕼		

Switch to this new view by clicking on the **Kanban** icon, which will now display next to the other interface viewing modes:

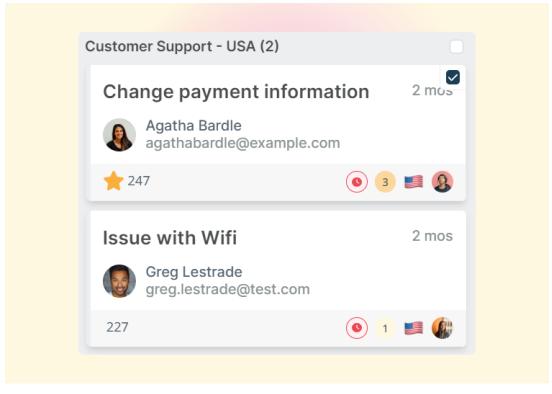


The beta version lets you view your ticket queues in Kanban View and group them by your choice of criteria, such as:

• Agent

- Agent Team
- Brand
- Created
- Last Reply
- Last Agent Reply
- Last User Reply
- Department
- Resolved
- and more...

You can also Mass Action tickets when in the Kanban View. This is done by selecting the checkbox that appears when hovering over the card or selecting the checkbox at the top of the column.



Using the **View** option, you can add fields to be visible on the cards, such as labels or your custom fields. If the cards feel too busy when you have enabled fields in the view, you can change the size of the cards to small, medium, or large. To give you as much visibility and detail as you require.

We are continuing to improve on this version of our Kanban view and adding functionality to the feature in the coming weeks, including the ability to drag and drop cards into other columns.