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New DeskPro Support UI / UX is really bad Collecting Feedback

- Marion Abramo
- **Forum name:** #Bug Report

I had been finding information really quickly on the previous user experience and easy to assess if the information was what I was looking for. Now the UI objects and text are oversized, clunky and difficult to use. The graphics add very little value and take up tons of space. Please go back or rejig the new UI to the quality that made us choose it as our support portal. Thank you and please give me a shout if you would like to review.

Comments (7)

Chris Padfield

3 years ago

Hi Marion, sorry to hear the feedback here. Can you give us any more specific examples of the problem here? The new helpcentre style is still being worked on - but this will be the basis of the style moving forward so keen to understand specifically where you are having problems or could see it being improved.

Marion Abramo

3 years ago

I shared some screenshots of the big size of the DeskPro support UI vs. the size of all my other work. The text, icons, everything is huge. This required more scrolling to find what I'm looking for. This impacts quickly assessing a list for the item that will solve my issue. I would be happy to screen share with someone on your team.

Zsolt Kiss

3 years ago

Hello Guys,

Yes so the new design is a good move but needs more work on it. Marion is right regarding that the graphics occupy too much space instead of showing more text - which is about the essential in this kind of business. In the list of the topics more lines would be also better instead of showing a half sentence only.

My biggest sadness is that I still can't add a picture to this comment for example but it could

help to explain my point more straightforward and prove Marion's concern.

A simplified texteditor also would be useful in the comment section - I mean i could emphasize a word writing with bold etc.

It might be easy to add since you have already use this simplified but smart text editor when i submit a new issue/ticket. You should use the same text editor in the comment section as well.

Steve, Lam Hang

2 years ago

I agree, there is a lot of improvement. It is clunky especially when on my mobile phone. Since the mobile app is not as robust yet and I have been having issues, I have no more options to review my teams tickets on the go. The guides is a nightmare to search for content so I have chosen to disable it completely and focus on KBs. You have to scroll all the way up in order to see the header of the page.

Steve, Lam Hang

2 years ago

I agree finding KB articles is more difficult. The graphics take up so much space and just simple navigation is not as simple anymore.

Steve, Lam Hang

2 years ago

I just noticed a few things to help improve the UI:

- When viewing the ticket, I don't see the creation date. Scrolling back pages to find this is not ideal
- In order to add a new comment to the ticket, you have to scroll all the way down to do this.
- Navigation is very poor, and sometimes the back button on my mouse doesn't work. I have to press it twice
- Knowledge base is not easy to navigate and find things. Lack of table to contents to search the content
- I don't use the guides section because it was lacking a lot of functionality. It's a good idea but I will stick with the KB especially the fact that we can export a PDF version of the article.

Little things like these save a lot of time.

Chris Padfield

2 years ago

Thanks everyone. We are taking this feedback on board and are working on some improvements.