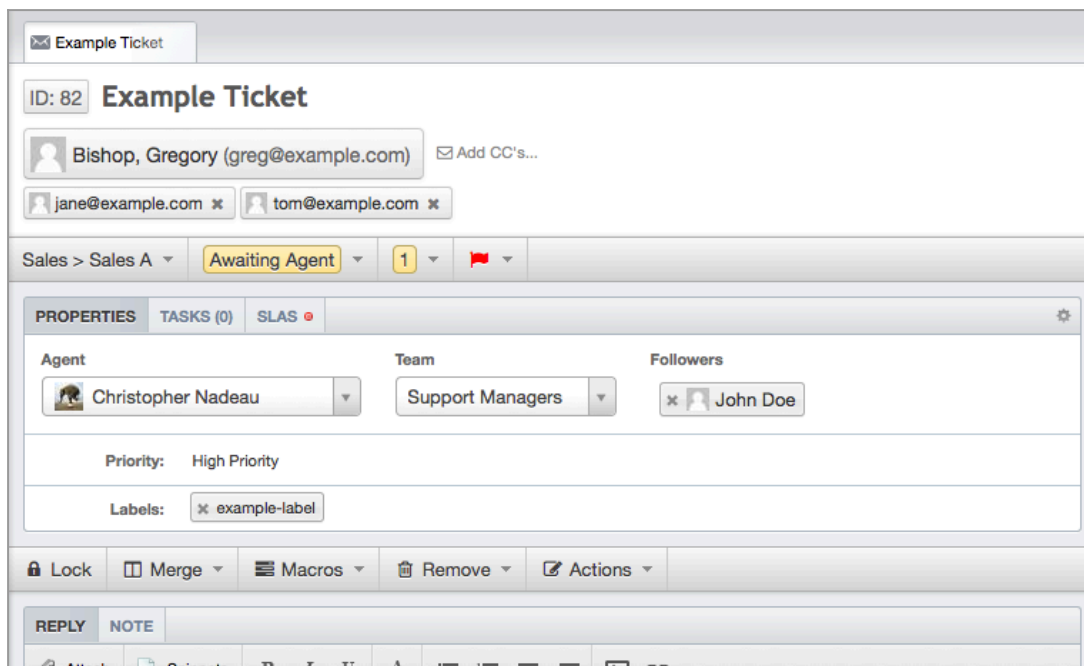


Improved Ticket Layout

2013-03-21 - Chris Padfield - Comments (0) - Product

We have improved the layout of the ticket view in the agent interface. We have removed superfluous sections, and made certain sections cleaner and easier to use.



The screenshot displays the 'Example Ticket' interface. At the top, it shows the ticket ID '82' and the title 'Example Ticket'. Below this, the primary agent is listed as 'Bishop, Gregory (greg@example.com)', with an option to 'Add CC's...'. Two additional email addresses, 'jane@example.com' and 'tom@example.com', are listed as secondary agents. The interface includes a navigation breadcrumb 'Sales > Sales A', a status dropdown set to 'Awaiting Agent', a count of '1', and a red flag icon. A tabbed section contains 'PROPERTIES', 'TASKS (0)', and 'SLAS'. The 'PROPERTIES' tab is active, showing fields for 'Agent' (Christopher Nadeau), 'Team' (Support Managers), and 'Followers' (John Doe). It also displays 'Priority: High Priority' and 'Labels: example-label'. A toolbar below the properties includes 'Lock', 'Merge', 'Macros', 'Remove', and 'Actions'. At the bottom, there are tabs for 'REPLY' and 'NOTE', and a rich text editor with various formatting options.

Tags

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