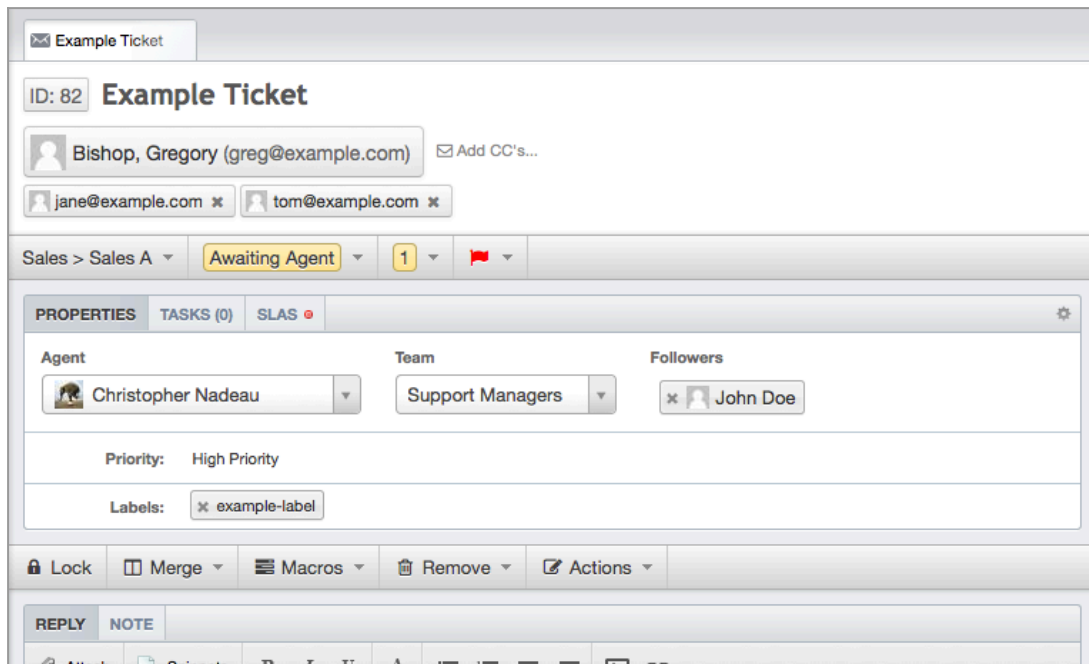


## Improved Ticket Layout

2013-03-21 - Christopher 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 agent interface for a ticket. At the top, there is a breadcrumb trail: "Sales > Sales A". The ticket title is "Example Ticket" with ID "82". The primary contact is "Bishop, Gregory (greg@example.com)", with "Add CC's..." and other contacts "jane@example.com" and "tom@example.com" listed below. The ticket status is "Awaiting Agent" with a count of "1" and a red flag icon. The "PROPERTIES" section includes fields for "Agent" (Christopher Nadeau), "Team" (Support Managers), and "Followers" (John Doe). The "Priority" is set to "High Priority" and the "Labels" section contains "example-label". Below the properties is a toolbar with "Lock", "Merge", "Macros", "Remove", and "Actions" buttons. The bottom section is labeled "REPLY" and "NOTE" with a rich text editor toolbar.

Tags  
20130320-layout  
build-251