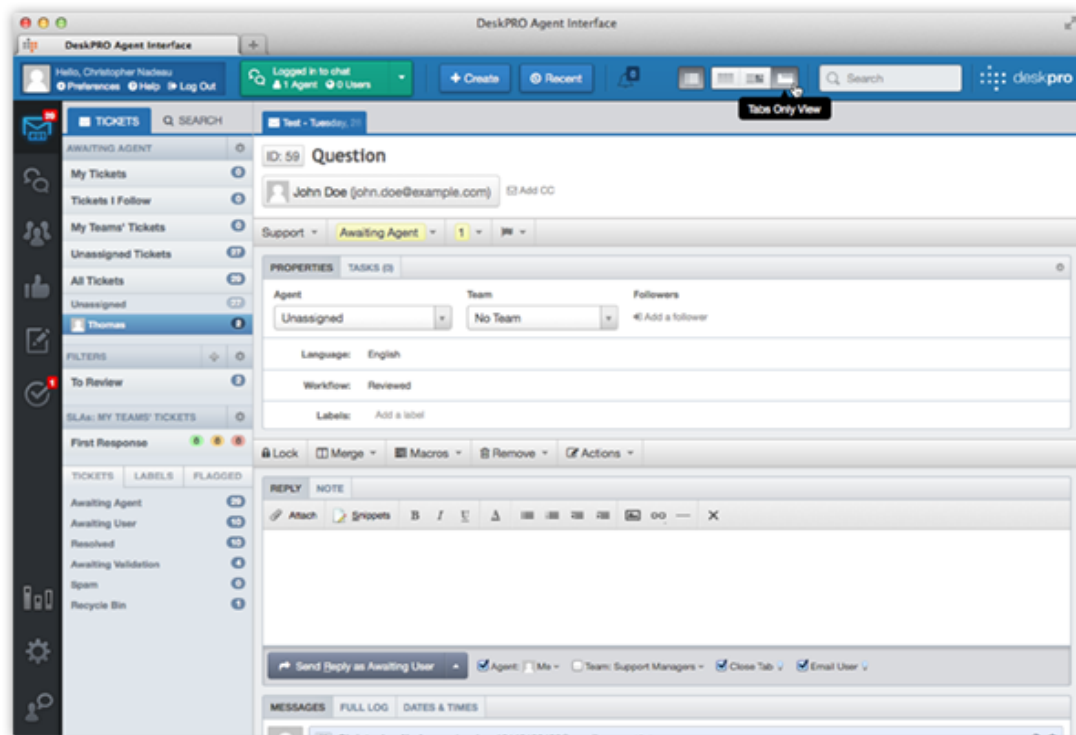


## Updated agent interface

2013-06-11 - Christopher Nadeau - Comments (0) - Product

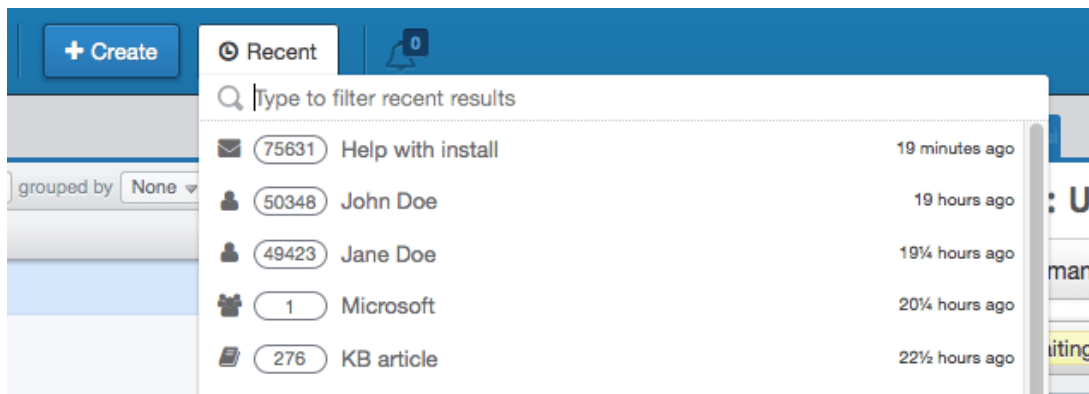
The Agent Interface has been updated with a new header bar and improved navigation.



In the header the new View Mode buttons let you toggle the visibility of the three panes. Users on smaller screens can now work comfortably by hiding panes that they are not using.



The new Recent menu makes it easy to find tabs you have viewed recently and also search through them.



Tickets, CRM, Publish and Feedback now have new "Search" tabs to make it easier to submit specific searches.

A screenshot of the 'SEARCH' tab in the Tickets section of a software interface. The interface features a dark sidebar on the left with icons for various functions, some with red notification badges (19, 5, 1). The main content area is light blue and contains several search filters, each with a text input field and a gear icon for settings. At the bottom is a 'Search' button.

Field	Value
Status	Awaiting Agent, Awaiting User
Agent	Me
Ticket Field	
Subject	Upgrade
Message	
User	
Organization	
Dates & Times	