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## Improved Ticket Layout

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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 a ticket view for 'Example Ticket' (ID: 82). At the top, the ticket title and ID are shown. Below this, the assignee 'Bishop, Gregory (greg@example.com)' is listed, along with a 'Add CC's...' button. Two other email addresses, 'jane@example.com' and 'tom@example.com', are shown as added contacts. A navigation bar indicates the ticket is in the 'Sales > Sales A' queue, with a status of 'Awaiting Agent', 1 task, and a red flag icon. The main section is titled 'PROPERTIES' and contains fields for 'Agent' (Christopher Nadeau), 'Team' (Support Managers), and 'Followers' (John Doe). The 'Priority' is set to 'High Priority' and there is one 'Label' named 'example-label'. Below the properties, a toolbar includes 'Lock', 'Merge', 'Macros', 'Remove', and 'Actions'. At the bottom, there are tabs for 'REPLY' and 'NOTE', and a partial view of a rich text editor with icons for attachments, bold, italic, underline, and link.

- Címkék
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