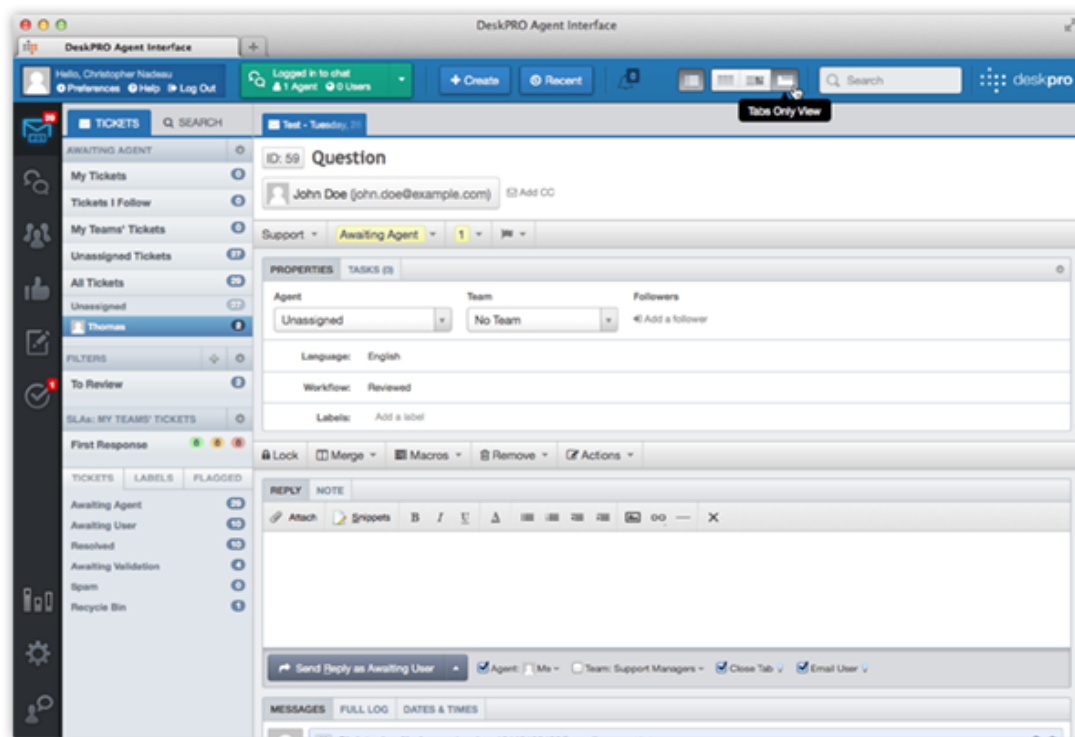


## Updated agent interface

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

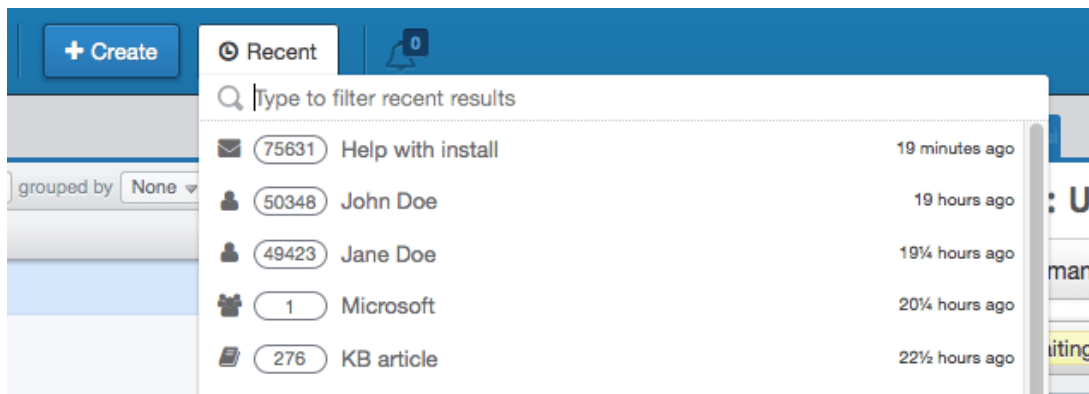
The Agent Interface has been updated with a new header bar and improved navigation.



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 a software interface showing a 'SEARCH' tab. The interface has a dark sidebar on the left with icons for tickets, search, users, feedback, and social media. The main area is light blue and contains a search form. The form has tabs for 'TICKETS' and 'SEARCH'. The 'SEARCH' tab is active. The form fields are: 'Status' (dropdown menu with 'Awaiting Agent, Awaiting User'), 'Agent' (dropdown menu with 'Me'), 'Ticket Field' (text input with a settings gear icon), 'Subject' (text input with 'Upgrade' and a settings gear icon), 'Message' (text input with a settings gear icon), 'User' (text input with a settings gear icon), 'Organization' (text input with a settings gear icon), and 'Dates & Times' (text input with a settings gear icon). A 'Search' button is at the bottom.

**SEARCH**

**Status**  
Awaiting Agent, Awaiting User

**Agent**  
Me

**Ticket Field**  
[Text Input] [Settings]

**Subject**  
Upgrade [Settings]

**Message**  
[Text Input] [Settings]

**User**  
[Text Input] [Settings]

**Organization**  
[Text Input] [Settings]

**Dates & Times**  
[Text Input] [Settings]

**Search**