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Get instant context with our new ticket preview feature

2022-10-10 - Lara Proud - Comments (0) - Product (Agent)

Our new ticket message preview feature helps you quickly get context about a ticket without opening it. Now, when you hover over a ticket subject in Card or Table View, you will see a preview of the most recent message and other helpful information.

| D ID | Subject | User | |
|------|--|---|-----------------|
| 247 | Change payment inf | 247 Change payment information 🚖 | @example.com> |
| 246 | I'm locked out of my | Agatha Bardie <agathabardie@example.com></agathabardie@example.com> | @example.com> |
| 215 | Boiler problem is ba | 6 days ago on Oct 4, 2022 at 11:23 AM · 🔮 James Moriarty <james.moriarty@test.com> #4 of 4 messages</james.moriarty@test.com> | il.com> |
| 195 | Need help with read | Hi Agatha, | ail.com> |
| 78 | Website problem | I can update your details for you if you let me know what needs to be changed, or you can update them yourself from your User account. This page will explain how you can do that: <u>https://221benergy.deskpro.com/en-US/guides/setting-up-your-</u> account/add/guurchilliop-information | vn99@gmail.com> |
| 153 | Agatha Bardle <agat< td=""><td>If you need any more help do let me know!</td><td>@example.com></td></agat<> | If you need any more help do let me know! | @example.com> |
| 151 | Gary Jones <g.jones< td=""><td>Ismae Maviadu</td><td>t.com></td></g.jones<> | Ismae Maviadu | t.com> |
| 150 | Hannah Scott <hann< td=""><td>K C Previous Message > Next Message > Next Message</td><td>Ideskpro.com></td></hann<> | K C Previous Message > Next Message > Next Message | Ideskpro.com> |
| 149 | Password Reset | 😮 Hannah Scott | |

Just hover over the ticket subject, and the window will appear, giving you insight into the ticket and helping you to understand what it's about. We created this feature to make getting information about a ticket from any list in the helpdesk easier.

From this window, you can also see who the User on the ticket is, any CCs, and when the last message occurred. Plus, you can toggle through messages in the thread using the handy buttons at the bottom of the window.