

Berita > Product > Product (Agent) > We are launching the Beta version of our Kanban View

We are launching the Beta version of our Kanban View

2022-11-28 - Lara Proud - Comments (0) - Product (Agent)

We are rolling out the beta version of our **Kanban View**, an agile work management tool that helps you group tickets in a visual workflow that aids the work process and boosts efficiency.

🗉 🔃 🗄							Sort: Created 👙	Group: Department 🛛 🛛 Large
Complaints (2)		IT Support (8)		Customer Support -	EU (9)		Customer Support - USA (2)	HR (5)
Boiler problem is back!	3 mos	Account transfer Chynah c_hayde@hotmail.co.uk Billing	З и	Viks Client Boiler F	@gmail.com	1 mon	Change payment information Agatha Bardle agathabardle@example.com Billing	2 mos Problem re (Email) Alice Ba alicebu
215	🖲 🤨 📽 🔇	274	🖲 🕕 🙆	Need help wit	h reading the	4 mos	247 🔘 3	Priority
Chat follow up Audrey Merivale audreym84@example.com Billing (Priorey)	9 mos	Agatha Bardle <agathabardle@example & Agatha Bardle agathabardle@example.co</agathabardle@example 			-		Issue with Wifi Greg Lestrade greg.lestrade@test.com 227 ① 1 1	2 mos Password Hannah Hannah
94	0 3 2 1	250	🖲 י 🕲	٤ 195	•	• 🔳 🚯		149
		I'm locked out of my acco Agatha Bardle agathabardle@example.co 246		hannahrebeka	ahs1	4 mos		Change of (Form) Agatha Billing
		How do I read my meter? Spencer Hastings alesia_client@gmail.com 189	(Form) 4 n	New SMS from	n +44796923660			★ 140
		P. 11	4 n	160	•	1 🔳 🏝		S agathal
		Problem with my boiler Hannah S hannah.rebekah.scott@gm 183		New WhatsAp whatsapp:+4	47793008645	7 mos		Priority 119 How do I c
		Gary Jones <q.jones@example.com< td=""><td>6 m</td><td></td><td></td><td></td><td></td><td>method? (</td></q.jones@example.com<>	6 m					method? (
		Gary Jones g.jones@example.com		l'm having an boiler		9 mos		Billing New H
		151	o 1 O	Dora Plante dora.plante	r @example.com			-
		Request for new Phone	7 n	nos 99		1 🖬 🕼		

Switch to this new view by clicking on the **Kanban** icon, which will now display next to the other interface viewing modes:

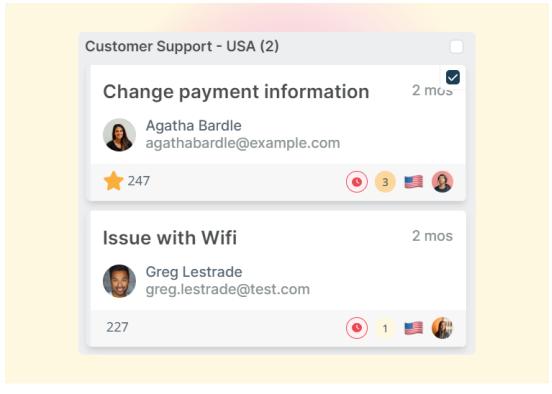


The beta version lets you view your ticket queues in Kanban View and group them by your choice of criteria, such as:

• Agent

- Agent Team
- Brand
- Created
- Last Reply
- Last Agent Reply
- Last User Reply
- Department
- Resolved
- and more...

You can also Mass Action tickets when in the Kanban View. This is done by selecting the checkbox that appears when hovering over the card or selecting the checkbox at the top of the column.



Using the **View** option, you can add fields to be visible on the cards, such as labels or your custom fields. If the cards feel too busy when you have enabled fields in the view, you can change the size of the cards to small, medium, or large. To give you as much visibility and detail as you require.

We are continuing to improve on this version of our Kanban view and adding functionality to the feature in the coming weeks, including the ability to drag and drop cards into other columns.