

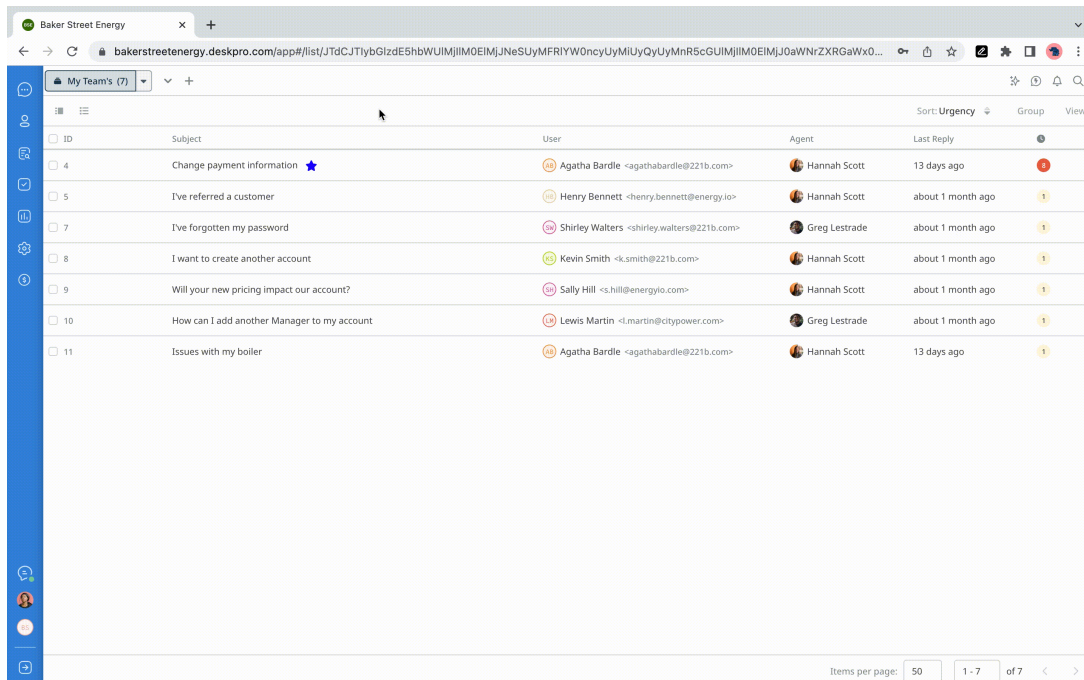
We have optimized ticket loading speed

2022-09-28 - Lara Proud - Comments (0) - Product (Agent)

We have optimized ticket loading speeds to improve your overall experience in the helpdesk, as data in a ticket will render much faster.

We have been working hard to improve how data gets handled to ensure that when information is already visible, for example, data seen in the ticket queue, it will be instantly rendered when you open one of the tickets. This was achieved by pre-caching this information, reducing the need for it to reload the same data again once a ticket gets selected.

To highlight the difference our work has made, this was the previous loading speed:



| ID | Subject | User | Agent | Last Reply |
|----|---|--|---------------|-------------------|
| 4 | Change payment information | Agatha Bardle <agathabardle@221b.com> | Hannah Scott | 13 days ago |
| 5 | I've referred a customer | Henry Bennett <henry.bennett@energy.io> | Hannah Scott | about 1 month ago |
| 7 | I've forgotten my password | Shirley Walters <shirley.walters@221b.com> | Greg Lestrade | about 1 month ago |
| 8 | I want to create another account | Kevin Smith <k.smith@221b.com> | Hannah Scott | about 1 month ago |
| 9 | Will your new pricing impact our account? | Sally Hill <s.hill@energyio.com> | Hannah Scott | about 1 month ago |
| 10 | How can I add another Manager to my account | Lewis Martin <l.martin@citypower.com> | Greg Lestrade | about 1 month ago |
| 11 | Issues with my boiler | Agatha Bardle <agathabardle@221b.com> | Hannah Scott | 13 days ago |

Tickets will now render more efficiently, giving you a smoother experience. Here is the improved ticket rendering speed:

| ID | Subject | User | Agent | Last Reply | |
|-----|--|--|---------------|-------------------|--|
| 77 | Missed call follow up | Agatha Bardle <agathabardle@example.com> | Unassigned | | |
| 140 | Change of address needed (Form) ★ | Agatha Bardle <agathabardle@example.com> | Hannah Scott | 26 days ago | |
| 214 | Derek Boiler issue | Derek J <joellcustomers@gmail.com> | Joell | 21 days ago | |
| 227 | Issue with Wifi | Greg Lestrade <greg.lestrade@test.com> | Hannah Scott | 14 days ago | |
| 41 | phone call follow up | Hazel Forester <hforrester@example.com> | Lara Proud | 10 months ago | |
| 221 | New Hire - 1234 | Hannah Scott <hannah.scott@deskpro.com> | Hannah Scott | 19 days ago | |
| 215 | Boiler problem is back! | Derek J <joellcustomers@gmail.com> | Joell | 26 days ago | |
| 196 | Problem reading the meter (Email) | Alice Barrel <aliceburvin@gmail.com> | Unassigned | about 1 month ago | |
| 195 | Need help with reading the meter | Alice Barrel <aliceburvin@gmail.com> | Alesia Burvin | 27 days ago | |
| 189 | How do I read my meter? (Form) | Spencer Hastings <alesia_client@gmail.com> | Unassigned | 26 days ago | |
| 181 | password | Hannah Scott <hannah.scott@deskpro.com> | Hannah Scott | 2 months ago | |
| 163 | New Twitter mention from hannahrebekahs1 | Hannah Scott | Unassigned | 2 months ago | |
| 160 | New SMS from +447969236608 | Audrey Merivale <audrey84@example.com> | Unassigned | 2 months ago | |
| 153 | Agatha Bardle <agathabardle@example.com> | Agatha Bardle <agathabardle@example.com> | Lara Proud | 4 months ago | |
| 151 | Gary Jones <g.jones@example.com> | Gary Jones <g.jones@example.com> | Lara Proud | 4 months ago | |
| 149 | Password Reset | Hannah Scott <hannah.scott@deskpro.com> | Lara Proud | 4 months ago | |

Items per page: 50 1 - 17 of 17