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Improved Ticket Layout

2013-03-21 - Security Test - [Commenti \(0\)](#) - [Product](#)

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 interface with the following elements:

- Header:** "Example Ticket" with a close button.
- Metadata:** "ID: 82" and "Example Ticket".
- Assignee:** "Bishop, Gregory (greg@example.com)" with an "Add CC's..." button.
- CC List:** "jane@example.com" and "tom@example.com" with close buttons.
- Navigation:** "Sales > Sales A" and "Awaiting Agent" status with a count of "1" and a flag icon.
- Properties Section:** Includes tabs for "PROPERTIES", "TASKS (0)", and "SLAS".
 - Agent:** "Christopher Nadeau" (dropdown)
 - Team:** "Support Managers" (dropdown)
 - Followers:** "John Doe" (tag)
 - Priority:** "High Priority"
 - Labels:** "example-label" (tag)
- Actions:** "Lock", "Merge", "Macros", "Remove", and "Actions" buttons.
- Reply/Note Section:** "REPLY" and "NOTE" tabs with a rich text editor toolbar.

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