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## A New Look for User and Organization Profiles

2024-03-26 - Lara Proud - [Comments \(0\)](#) - [Product \(Agent\)](#)

We've given a new look to User and Organization profiles for enhanced clarity and efficiency. Tickets associated with User and Organization Profiles will now be displayed in a table format, offering a more comprehensive and clear overview.

The screenshot shows a user profile for Charlie Jones with 281 members. The profile includes sections for Contact Information, Organizations, and Properties. The Organizations section lists Mana Publishing (773) and Steadman Publishing Group (85). The Properties section shows Timezone (Europe/London), Language (None), User Group (Registered), and Brand (Deskpro). The main focus is the Tickets section, which displays a table of open tickets. The table has columns for ID, Subject, and User. The tickets listed are:

ID	Subject	User
402002	How to write content about your photographs	Devon Lar...
402002	Caring is the new marketing	Kathryn M...
213666	How to choose the right customer for your ph...	Floyd Mile...
382981	Travelling as a way of self-discovery and progress	Ronald Ric...
246871	The unseen of spending three years at CRM in...	Ralph Edw...
134256	How to design your site footer like we did	Courtney I...
303813	Lessons from 8 years of design	Cody Fish...
325918	How a visual artist redefines success in graphi...	Jerome Be...
175400	Starting your traveling blog with us	Marvin Mc...
325918	How does writing influence your personal bra...	Arlene Mc...

When you're viewing an Organization Profile on a Ticket or Community Topic, Users' names will be clickable on the member's list, opening their Profile in a new tab. Plus, when viewing an Organization Profile on a ticket from the Members section, you can update a User's position, add or remove them as a Manager, or remove them from an Organization.

**Hierarchy**

Parent  
Steadman Publishing Group

Children  
Add organization

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**Members +**

	<b>Esther Howard</b> Full Stack Software Engineer	<a href="#">User</a> <a href="#">Edit</a> <a href="#">Remove</a>
	<b>Brooklyn Simmons</b> Product Executive	<a href="#">Remove Member</a>
	<b>Jerome Bell</b> <b>Darlene Robertson...</b> <a href="#">User</a> Senior Interaction Designer	
	<b>Theresa Webb</b> Agent	
	<b>Courtney Henry</b> <a href="#">User</a> Engineering Lead (Backend)	

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**Tickets +**

Search, Sort, Filter, Share

When viewing an Organization Profile in a tab, you can toggle between the view of Members and Tickets associated with the Organization for improved visibility. In the table, members' names will again be clickable and from this view, you can similarly update a User's position, add or remove them as a Manager, or remove them from an Organization.

**Members** [Tickets](#)

ID	Name	Email	Role	Manager	Actions	Labels
273	Jane Cooper	tim.jennings@example.com	Vice President	<a href="#">User</a>	12	
343	Devon Lane	kenzi.lawson@example.com	CEO		12	<a href="#">Android</a> <a href="#">User</a> <a href="#">Delete</a>
321	Leslie Alexander	michael.mitic@example.com	Tax Officer		357	<a href="#">VIP</a>
743	Savannah Nguyen	kenzi.lawson@example.com	Project manager		87	<a href="#">Android</a>
145	Wade Warren	nevaeh.simmons@example....	COO	<a href="#">User</a>	429	
134	Ralph Edwards	georgia.young@example.com	Support Agent		18	<a href="#">Support</a>
345	Darlene Robertson	jessica.hanson@example.com	CTO	<a href="#">User</a>	7	

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