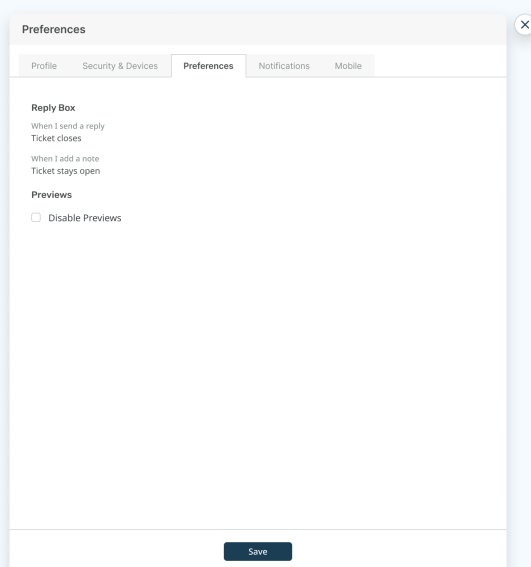


Customize Ticket Hover Previews for a More Focused Experience

2025-05-20 - Lara Proud - [Comments \(0\)](#) - [Product \(Agent\)](#)

Enable or disable ticket previews when hovering over tickets in queues, lists, CRM profiles, search results, and notifications. Customize your Deskpro workspace to reduce visual distractions and improve focus, or keep them enabled for quick access to essential ticket context – the choice is yours!



This new setting can be found in your agent preferences and will be set for your account only.

