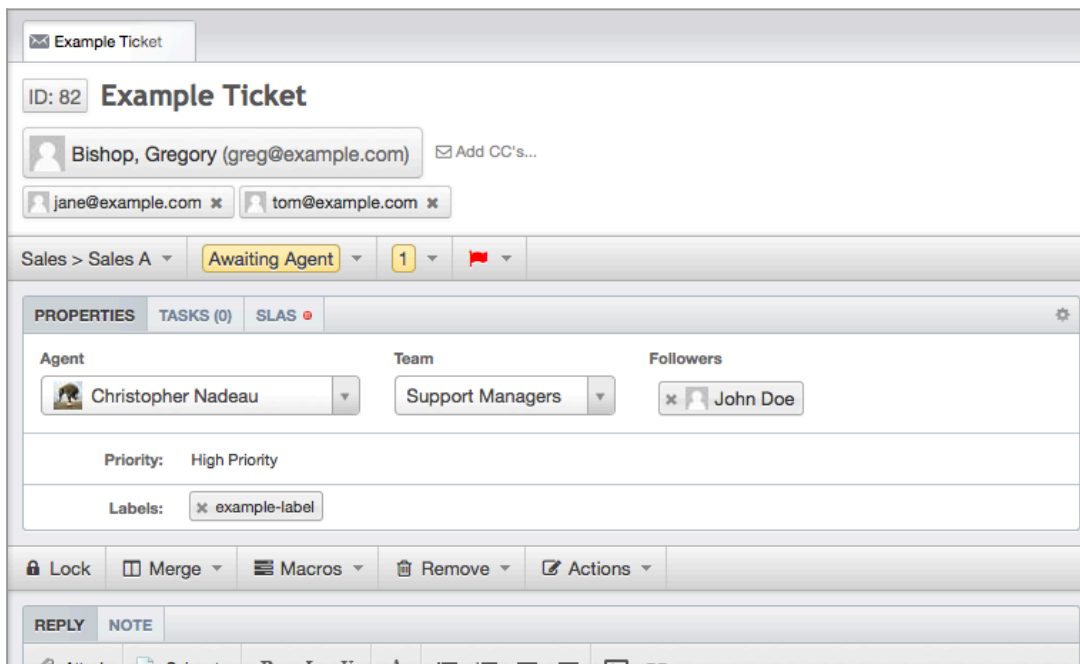


Improved Ticket Layout

2013-03-21 - Chris Padfield - Comments (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 the 'Example Ticket' interface in Deskpro. At the top, there's a header bar with the ticket title 'Example Ticket' and its ID 'ID: 82'. Below this, the agent's name 'Bishop, Gregory (greg@example.com)' is shown, along with a button to 'Add CC's...'. Two email addresses, 'jane@example.com' and 'tom@example.com', are listed as recipients. The interface includes a navigation bar with 'Sales > Sales A', a status dropdown set to 'Awaiting Agent', and a count of '1'. The main content area is divided into sections: 'PROPERTIES' (Agent: Christopher Nadeau, Team: Support Managers, Followers: John Doe), 'TASKS (0)', and 'SLAS'. Below these are fields for 'Priority: High Priority' and 'Labels: example-label'. A toolbar at the bottom of the main section contains buttons for 'Lock', 'Merge', 'Macros', 'Remove', and 'Actions'. The bottom of the interface features a 'REPLY' and 'NOTE' section with a rich text editor toolbar.

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