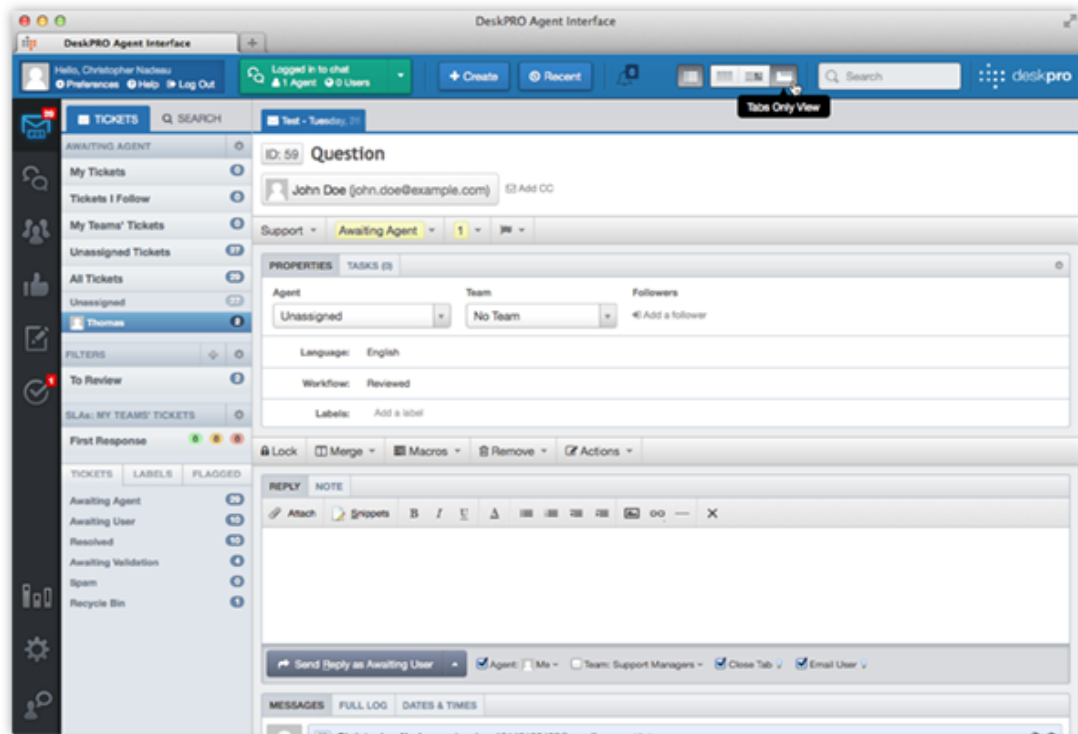


Updated agent interface

2013-06-11 - Christopher Nadeau - Comments (0) - Product

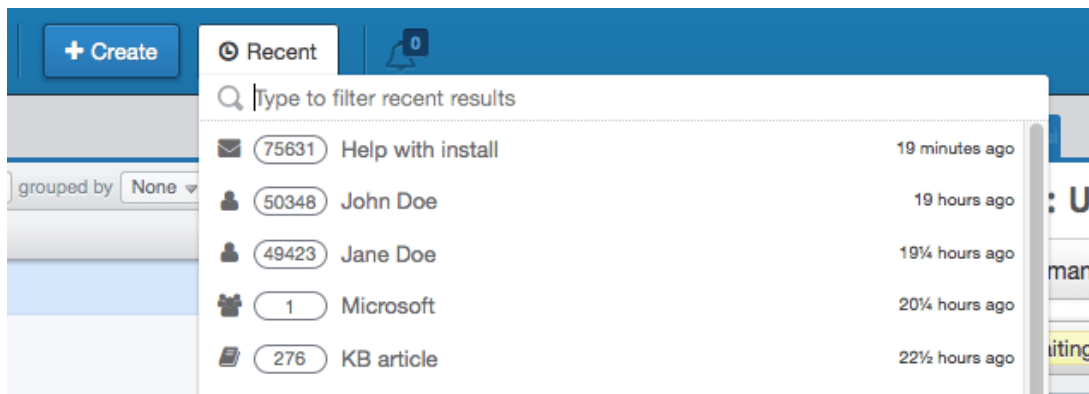
The Agent Interface has been updated with a new header bar and improved navigation.



In the header the new View Mode buttons let you toggle the visibility of the three panes. Users on smaller screens can now work comfortably by hiding panes that they are not using.



The new Recent menu makes it easy to find tabs you have viewed recently and also search through them.



Tickets, CRM, Publish and Feedback now have new "Search" tabs to make it easier to submit specific searches.

A screenshot of a software interface showing a 'SEARCH' tab. The interface has a dark sidebar on the left with icons for tickets, search, users, feedback, and social media. The main area is light blue and contains a search form. The form has tabs for 'TICKETS' and 'SEARCH'. The 'SEARCH' tab is active. The form fields are: 'Status' (Awaiting Agent, Awaiting User), 'Agent' (Me), 'Ticket Field' (empty), 'Subject' (Upgrade), 'Message' (empty), 'User' (empty), 'Organization' (empty), and 'Dates & Times' (empty). Each field has a settings gear icon to its right. A 'Search' button is at the bottom.

SEARCH

Status
Awaiting Agent, Awaiting User

Agent
Me

Ticket Field
[Empty field] [Settings]

Subject
Upgrade [Settings]

Message
[Empty field] [Settings]

User
[Empty field] [Settings]

Organization
[Empty field] [Settings]

Dates & Times
[Empty field] [Settings]

Search