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# Why is part of the Agent Interface out of view?

Lara Proud - 2025-09-17 - [댓글 \(0\)](#) - [Agent](#)

You can change how the Agent Interface appears for your account, this will vary between Agents depending on your viewing preferences. If you find yourself in a view you don't want to use you can easily switch to a different option from the top left of the ticketing interface:

The screenshot shows the Deskpro Agent interface in 'Dual View' mode. The left sidebar has a blue header with the company name '221 B Helpdesk'. Below it are sections for 'Tickets' (Queues: MY INBOX, Mine, I'm Following, My Team's, My Labelled, Starred, My Open), 'INBOX' (INBOX, Unassigned, SLA Failed, All Open, Open Problem, VIP AWAITING AGENT), and 'Lists' (Search, Problems (8), My Stars, Labels). The main area shows a list of tickets with a 'Priority' and 'Urgent' filter applied. A red box highlights the top navigation bar with icons for list, grid, and details. To the right, a detailed view of ticket 119 'Issue with computer' is shown, including messages, history, and user details.

The viewing options available are as follows:

## Dual View

Dual View shows the Tickets in a Queue in a separate view column, you can edit the fields that appear on the cards to provide you with a clear overview of the tickets alongside an open ticket and you can easily navigate between tickets from here by choosing different tickets from the list.

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You can resize the width of the column of ticket cards, and the width you set will be remembered as your preferred layout.

## Table View

Table View presents the tickets in an adjustable table where all the tickets are listed across the width of the interface. Clicking on a ticket in this view will open it in front of the ticket list.

ID	Subject	Agent	User	Date Last Reply	Ref
119	Issue with computer	Lara Proud	Agatha Bardle <agathabardle@example.com>	1 yr	EHBP-9537-ZAYT
150	Hannah Scott <hannah.scott@deskpro.co.uk>	Lara Proud	Hannah Scott <hannah.scott@deskpro.co.uk>	12 mos	KJDT-8515-DWZY
151	Gary Jones <g.jones@example.com>	Lara Proud	Gary Jones <g.jones@example.com>	12 mos	FJJC-7615-SIDL
260	Call from +447969326608	Lara Proud	Doris Weatherspoon	8 mos	HFHS-1714-WXOW
262	Agatha Bardle <agathabardle@example.com>	Lara Proud	Agatha Bardle <agathabardle@example.com>	8 mos	VFQY-0643-XKBI
352	Nancy Stewart <n.stewart@example.com>	Lara Proud	Nancy Stewart <n.stewart@example.com>	2 mos	GT00-3177-PPVB

You can adjust the width of the different columns in the table depending on your preferences.

## Kanban View

Kanban View provides a clear visual project view in the helpdesk. Kanban is an agile work management tool that helps you group tickets in a visual workflow that aids the work process and boosts efficiency.

221B Energy Support (3)	Complaints (2)	Customer Support Manager (2)	IT Support (2)	Sales (8)
Request for new Phone 1 yr 130	Missed call from +447939369380 7 days 386	Account transfer 7 mos 274	Client Boiler Replacement 8 mos 266	New WhatsApp from whatsapp://+447939008845 1 yr 124
Missed call from +447939369380 6 days 389	New customer referral 1 yr 65	New issue with computer 1 yr 119	Problem logging in 2 yrs 133	Change of address needed 1 yr 140
Missed call from +447939369380 6 days 389	How do I change my payment method? (Form) 2 yrs 11	How do I change my payment method? (Form) 2 yrs 119	Gary Jones <g.jones@example.com> 12 mos 151	Gary Jones <g.jones@example.com> 12 mos 151
	Issue with computer 1 yr 65	Issue with computer 1 yr 119	New SMS from +447939236608 11 mos 160	New SMS from +447939236608 11 mos 160
	How do I change my payment method? (Form) 2 yrs 11	How do I change my payment method? (Form) 2 yrs 119	New Twitter mention from hanahrebakah1 10 mos 163	New Twitter mention from hanahrebakah1 10 mos 163
	Gary Jones <g.jones@example.com> 12 mos 151	Gary Jones <g.jones@example.com> 12 mos 151	Forwarding a Ticket Thread 4 mos 315	Forwarding a Ticket Thread 4 mos 315
	New WhatsApp from whatsapp://+447939008845 1 yr 124	New WhatsApp from whatsapp://+447939008845 1 yr 124	Missed call follow up 1 yr 77	Missed call follow up 1 yr 77
	Change of address needed 1 yr 140	Change of address needed 1 yr 140	Chat follow up 1 yr Audrey Merivale <audreymerivale4@example.com>	Chat follow up 1 yr Audrey Merivale <audreymerivale4@example.com>

Deskpro's Kanban view lets you organize tickets in a dynamic project management tool. You can create clear, structured workflows and move tickets along with simple drag-and-drop functionality and collapse columns if they're not needed in the view.

For more information about the flexibility of Deskpro's agent interface, you can take a look at this article:  
[Getting to Know your Deskpro Workspace](#)

Or watch our video that outlines the different adjustable parts of the helpdesk.

- 태그
- [Adjusting the Helpdesk](#)
- [Interface](#)
- [Interface Views](#)