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## Improved Ticket Layout

2013-03-21 - Security Test - [댓글 \(0\)](#) - [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 a ticket view for 'Example Ticket' (ID: 82). At the top, the agent 'Bishop, Gregory (greg@example.com)' is assigned, with options to 'Add CC's...' and to add other agents like 'jane@example.com' and 'tom@example.com'. The ticket is currently in the 'Awaiting Agent' status, with 1 task and a red flag icon. The 'PROPERTIES' section includes fields for 'Agent' (Christopher Nadeau), 'Team' (Support Managers), and 'Followers' (John Doe). The 'Priority' is set to 'High Priority' and there is one 'Label' (example-label). Below the properties is a toolbar with 'Lock', 'Merge', 'Macros', 'Remove', and 'Actions' buttons. The bottom section is for 'REPLY' and 'NOTE', with a toolbar for adding attachments and snippets.

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