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## We have reduced the size of the reply box default state

2022-10-04 - Lara Proud - Comments (0) - Product (Agent)

We have reduced the initial default height of the email and note tabs of the reply box; so you have a clear view of the ticket and easily see messages in the ticket thread when you first open a ticket. The other reply box tabs will remain at the original reply box height, so if they are your default tab, you will not observe a minimized reply box.

Having a smaller default state for the reply box helps the interface feel less cluttered visually, so you can more quickly gain the context you need from the ticket. This new design also allows agents working on smaller screens to have less of their interface taken up by the reply box.

Tickets		$\blacksquare   ~ \underbrace{ \begin{array}{c} \text{Need help with}_{-} \times \\ \text{alceburyinggrat}_{-} \end{array} } ~ ~ +$		≫ ⊕ ငို <sup>®</sup> င
Queues	8 ^	Need help with reading the meter	r • Austra Ager 1	Alice Barrel
MY INBOX	^	o 🖬 🤊 🔓 🛯 💠	B DARK	0 6 ° 3 6
Mine	12	Agent Team Followers	💡 Alice Barrel (alicetursintīgmail.com)	Summary +
I'm Following My Team's	23	🧕 💬 +		Contact Information +
My Pending	1	-1 mon 2 mos 4 wks Next event Ticket Open User Walting	I am having some trouble with reading the meter as there are two different numbers showing.	aliceburvin@gmail.com
My Labelled	3	Alice Barrel	Which number should I be using?	Organization
Starred	3	2 aliceburvin@gmail.com	Sent with a <u>Spark</u>	Add Organization
INBOX		C + Add	Ø Image.jpeg 1.91 MB ×	Properties Show 12 empty fiel
Lists	~	Ref DLLV-7196-DZBY	🖬 DARE - Aug 21, 2022, 250 AM 42 🕴 🕼	⊙ Aug 5, 2022   → Never Timezone
Search	~	Brand (2) 2218 Energy		UTC Language
Problems (6)	~	Department* Customer Support - EU	Hi Alice	English (UK) User Group
My Stars	~	Language	Of course!	Registered
Labels	~	English (UK) What are you hoping to get in touch about?		Brand (22) 221B Energy X
		Select value Account Number	This is our Economy meter, which allows you to be charged a lower rate for electricity used in off-peak hours.	Solar Trial
		Account Number Add	The top row (marked 'LOW' or 'NIGHT') shows how many units of off-peak electricity you've used.	Tickets + Q. ± III.
			The bottom row (marked 'NORMAL' or 'DAY') shows how many units of peak electricity you've used.	Open (2) Resolved (0)
			Write down all the numbers from left to right, including any zeros.	195 Problem reading the mete   195 Problem reading the mete  195 Alice Barrel <alicaburvin@gmail.c< td=""></alicaburvin@gmail.c<>
			■ ACCENTROITE 5697,2022,057.001 e1 :	Alice Barrel <aliceburvin@gmail 4="" da<="" td=""></aliceburvin@gmail>
			Escalation: The customer has not replied in 7 days. Follow up or resolve the ticket.	
			A Email B Note et Fornard	
Lara Proud 221 B H			Write a message	

The reply box will expand when you start typing in the email or note tabs, or when you interact with the reply box in some way, e.g., by dragging an attachment into the box, clicking an icon in the toolbar, or selecting a different reply box tab.

Some things to note are that the reply box will still expand to a maximum height of 50% of the content panel when you're writing responses. This UI change will also respect your permissions, such as being displayed at the original height if you have an alternative default tab or last used a channel that does not have a minimized state.

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