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Collapse and expand User Profiles to keep your workspace tidy

2022-09-20 - Lara Proud - Comments (0) - Product (Agent)

You can now collapse and expand the user profile on Tickets and Community topics by clicking on the user's name in the properties. Hiding the User Profile will remove it from your view, giving you more space in the interface to interact with tickets or content.

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|------------|------------------------------|----------------------|------------------------|---|
| | Agent | Team | Followers | |
| | 34 min ext event T | 2 hrs Ticket open | 50 sec User waiting | 1 |
| | Christopher christop Hid | e user profile | e ^{com} | |
| - | + Add | | - | 1 |
| Ref PEC | R-3949-DFk | Έ | | |
| Bran 9 | ^d Deskpro | | | |
| | artment Responsible | Disclosures | | |
| | uage English | | | |

We have made it easy to toggle the visibility of the profile. Just click the User's name to remove it from view, and if you want it to reappear, click their name again. This also works for viewing the profile of CC'd users on a ticket.

The ability to click through to an Organization from the User profile remains the same, just click on the organization from the profile when it is in view.

| 6 | Tickets | | My Team's (8) * Change of add_ earthebardieling | x) v + | * D & Q |
|--------|------------------------------------------------|------------------|-----------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|------------------------------|
| * | | 81 ~ | Change of address needed 🚖 | | I (B) Annektry Agent) |
| 8 0 | MY INBOX Mine I'm Following | 7 | ● 5' 2 ±' 3 6' 5' 8 ◆ | We aim to respond with more information surrounding this question within the hourt Kind regards, Hannah | History |
| • | My Team's | 8 | Agent Team Followers | | |
| • | Starred | 2 | O 💬 AD2 | ₿ zase non | Aug 16, 2022, 2-18 PM #3 🌘 |
| | INBOX | | -4 wks 4 mos 3 wks Next event Ticket Open User Waiting | @joell Jenkins Can you book a call for next steps? | |
| 3 | Unassigned Awaiting Agent Pending | 7 35 2 | Agatha Bardle agathabardletbesample.com add | Escalation: The customer has not replied in 7 days. Follow up or resolve the ticket. | Aug 20. 2022, 439 PM PA 🔱 |
| | SLA Failed Unassigned Labelled | 2 0 1 4 | Ref MMOR-0229-XXIP Brand (i) 2218 Energy | Ø raas Hi Agatha, | 54p 1, 2022, 302 FM 45 E 🤱 |
| | Open Problem All Open VIP AWAITING AGENT | 2 47 1 | Department* Customer Support - USA Language English | This has now been sorted, please let me know if there is any further issues? Thanks, | |
| | Lists Search | ~ | What are you hoping to get in touch about? Updating an existing account Account Number 790497834 | | 54p 1, 2022, 363 PM #6 🕴 🔱 |
| | Problems (5) | ~ | | X Call Log | |
| | My Stars | ~ | | イ Email) Note よ Call ゆ SMS SQ Whatshop や Forward | |
| | Labels | ~ | | Micromani igi noriti ja cari ba sos se vinnosoppi er noritario. | |
| | | | | White a message | |
| | | | | and a second of April Tom | |
| e | () 221 B H ~ | 4 🕫 | | Rend to Schwarz (saw) | |

We're introducing this feature to provide the additional ability to customize your workspace. Being able to toggle the User profile from view helps to keep your helpdesk interface as straightforward as possible, and provides a larger working area for Agents operating on smaller screens or in Card view.