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

Lara Proud - 2023-06-08 - Comments (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:

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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.

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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.

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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-anddrop 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: <u>Getting to Know your Deskpro Workspace</u>

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

Tags Adjusting the Helpdesk Interface Interface Views