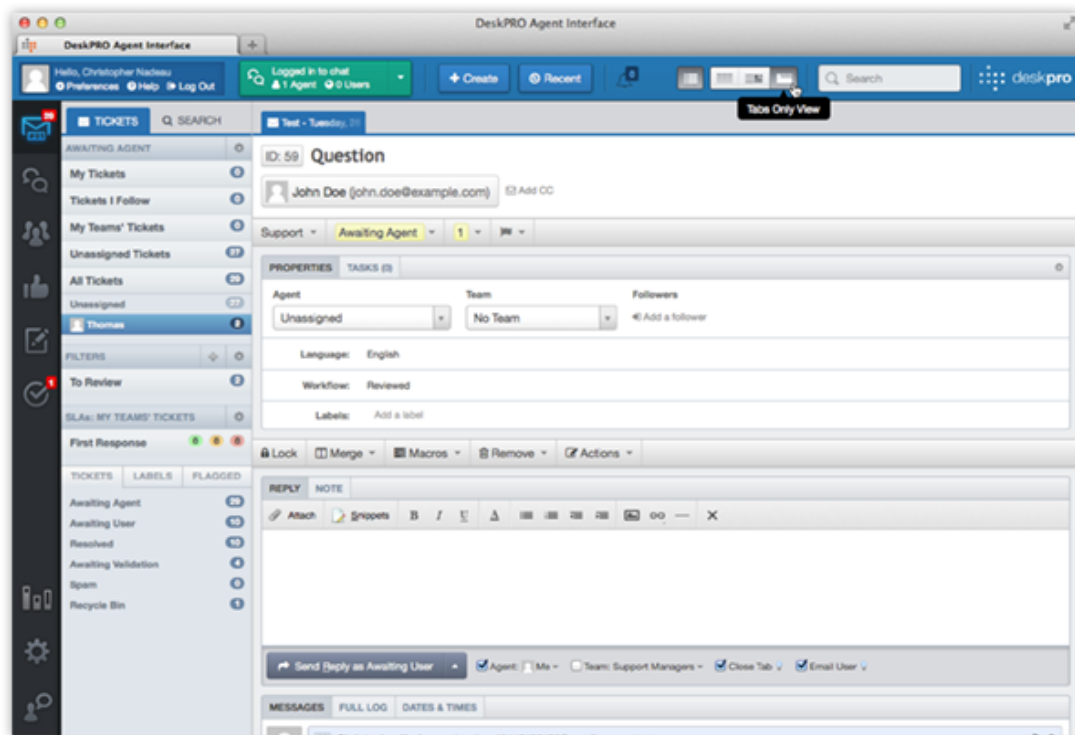


Updated agent interface

2013-06-11 - Christopher Nadeau - Comments (0) - Product

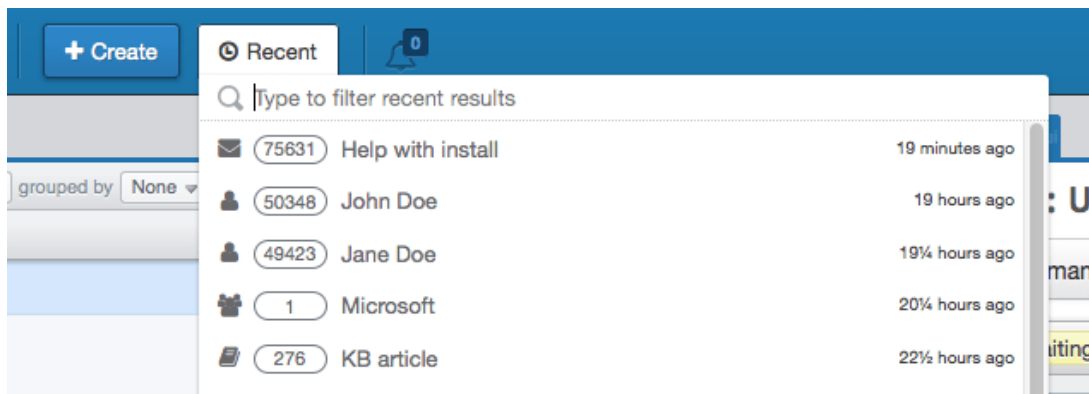
The Agent Interface has been updated with a new header bar and improved navigation.



In the header the new View Mode buttons let you toggle the visibility of the three panes. Users on smaller screens can now work comfortably by hiding panes that they are not using.



The new Recent menu makes it easy to find tabs you have viewed recently and also search through them.



Tickets, CRM, Publish and Feedback now have new "Search" tabs to make it easier to submit specific searches.

The screenshot shows the 'SEARCH' tab in the Tickets section. The interface includes a sidebar with various icons and a main form area. The form has the following fields:

- Status:** A dropdown menu with the selected value 'Awaiting Agent, Awaiting User'.
- Agent:** A dropdown menu with the selected value 'Me'.
- Ticket Field:** A text input field with a gear icon to its right.
- Subject:** A text input field containing the text 'Upgrade' with a gear icon to its right.
- Message:** A text input field with a gear icon to its right.
- User:** A text input field with a gear icon to its right.
- Organization:** A text input field with a gear icon to its right.
- Dates & Times:** A text input field with a gear icon to its right.

At the bottom of the form is a 'Search' button. The sidebar on the left contains icons for a mail envelope (with a red '19' badge), a magnifying glass, a group of people, a thumbs up, a notepad (with a red '5' badge), a checkmark (with a red '1' badge), and a Twitter bird.