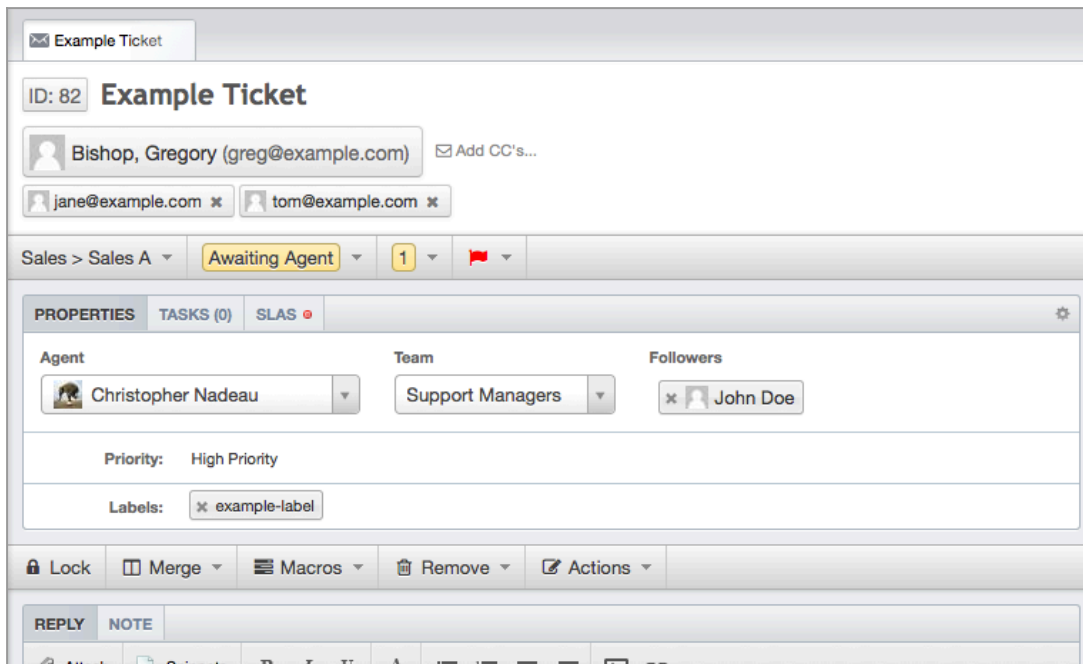


Improved Ticket Layout

2013-03-21 - Chris Padfield - Comments (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 the 'Example Ticket' interface. At the top, the ticket title 'Example Ticket' is shown with ID 82. Below this, the agent 'Bishop, Gregory (greg@example.com)' is listed, along with a 'Add CC's...' button and two additional email addresses: 'jane@example.com' and 'tom@example.com'. The breadcrumb 'Sales > Sales A' is visible, followed by a status dropdown set to 'Awaiting Agent', a count of '1', 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 the 'Labels' section contains 'example-label'. A toolbar at the bottom of the properties section includes 'Lock', 'Merge', 'Macros', 'Remove', and 'Actions'. The 'REPLY' and 'NOTE' tabs are visible at the bottom of the interface.

Tags

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