



[Help Center](#) > [Community](#) > [Bug Report](#) > [loading screen](#)

loading screen Finished

- Zsolt Kiss
- **Forum name:** #Bug Report

Is there any hope to improve the loading speed of the agent page? On a slow internet connection it is practically prevent us to use the system.

From the US i have 163 ms response time and 10/10 mbit bandwidth - in the system we have 60K+ tickets - but the loading time is unpredictable sometimes 10 minutes.

Comments (3)

Steve, Lam Hang

3 years ago

Wow thought it was normal cause of Chrome memory hog but glad to see we are not the only ones. Hard to sell this app to other departments during my demo today. If it continues to lag like this my team will escalate their complaints. User experience is important.

Steve, Lam Hang

3 years ago

Indeed myself and my team have experienced this issue and it's getting a little frustrating.

Eloise Rea

2 months ago

Hi Zsolt & Steve, I'm just reaching out as we are doing a review of open bug reports in Deskpro since the release of Deskpro Horizon. We have made many improvements recently to the speed of Deskpro in Horizon. If you are still having any issues please do create a ticket using our [webform](#) and we will investigate this for you.