



[Nieuws](#) > [Product](#) > [Improved Ticket Layout](#)

Improved Ticket Layout

2013-03-21 - Security Test - [Reacties \(0\)](#) - [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 a ticket interface with the following elements:

- Header:** "Example Ticket" with a close icon.
- Metadata:** "ID: 82" and "Example Ticket".
- Assignee:** "Bishop, Gregory (greg@example.com)" with an "Add CC's..." button.
- CC List:** "jane@example.com" and "tom@example.com" with close icons.
- Navigation:** "Sales > Sales A" and "Awaiting Agent" status with a "1" notification badge and a red flag icon.
- Properties Section:** Includes tabs for "PROPERTIES", "TASKS (0)", and "SLAS".
 - Agent:** "Christopher Nadeau" (dropdown menu).
 - Team:** "Support Managers" (dropdown menu).
 - Followers:** "John Doe" (with close icon).
 - Priority:** "High Priority".
 - Labels:** "example-label" (with close icon).
- Actions:** "Lock", "Merge", "Macros", "Remove", and "Actions" (all with dropdown menus).
- Reply/Note Section:** Includes "REPLY" and "NOTE" tabs and a rich text editor toolbar.

- [Tags](#)
- [20130320-layout](#)
- [build-251](#)