

Nieuws > Product > Product (Agent) > We have reduced the size of the reply box default state

## We have reduced the size of the reply box default state

2022-10-04 - Lara Proud - Reacties (0) - Product (Agent)

We have reduced the initial default height of the email and note tabs of the reply box; so you have a clear view of the ticket and easily see messages in the ticket thread when you first open a ticket. The other reply box tabs will remain at the original reply box height, so if they are your default tab, you will not observe a minimized reply box.

Having a smaller default state for the reply box helps the interface feel less cluttered visually, so you can more quickly gain the context you need from the ticket. This new design also allows agents working on smaller screens to have less of their interface taken up by the reply box.

Tickets	
Output Need help with reading the meter	1         Alice Barrel         :           walding Apere         1         as         Sales Lead X: VIP:::: * Add
20 MI HIROX ^ 0 E <sup>1</sup> 3 b <sup>2</sup> S 4 E COME	History 0 5 5 3 6
Appr. 12 App	Summary +
Wy Team's 23 Hit Hit Hit	Contact Information +
Ny renoing i Next event Ticket Open User Waiting Some trouble with reading the meter as there are two oinerent humbers showing.	aliceburvin@gmail.com
Sarred 3 MiceBarrel MiceControl Control Contro	Organization
Sent with a Spark	Add Organization
HBOX V Primary	Properties Show 12 empty fields ① Aug 5, 2022 + Never
Lists v DLLV-7196 DZBY 4 DML Aug 31, 2022, 95 AM	
Search v (i) 2218 fewryy	итс
Problems (6) V Diparment <sup>*</sup> Hi Alice	English (UK)
	User Group Registered
ing states v Be english (uk) Of course!	Brand
Laules where a year being to get in such about Steel trains a set of the set	(38) 2218 Energy X Solar Trial
allow state and a second state a	
Add The top row (marked LOW or NIGHT) shows how many units of off-peak electricity you've used.	Tickets + Q, ⊕ i≡ e <sup>n</sup>
The bottom row (marked 'NORMAL' or 'DAY') shows how many units of peak electricity you've used.	Open (2) Resolved (0)
	199 Problem reading the mete 🕸 🔳 🧿
Write down all the numbers from left to right, including any zeros.	195 Need help with reading th () = 1
► ADDITIONE \$49,7,222,837.841	Alice Barrel Saliceburvin@gmail 4 days
Escalation: The customer has not replied in 7 days. Follow up or resolve the ticket.	-
	h X 0 0

The reply box will expand when you start typing in the email or note tabs, or when you interact with the reply box in some way, e.g., by dragging an attachment into the box, clicking an icon in the toolbar, or selecting a different reply box tab.

Some things to note are that the reply box will still expand to a maximum height of 50% of the content panel when you're writing responses. This UI change will also respect your permissions, such as being displayed at the original height if you have an alternative default tab or last used a channel that does not have a minimized state.

6	Tickets	i≡   ▼ Need help with_ × ▼ +		» ⊕ ¢ <sup>₽</sup> Q
2	Queues is ^	Need help with reading the met	97	Alice Barrel
G	MY INBOX	0 🖙 🤉 🖬 🔕 💠	Histor         Aug.5, 102, 2,44 M 41         I	0 6 5 9 6
ø	Mine 12 I'm Following 1	Agent Team Followers	Q Nice Barrel (atceburvinitigmal.com)	Summary +
	My Team's 23	• · 1 mon 2 mos 4 wks	HI	Contact Information +
@	My Pending 1 My Labelled 3	-1 mon 2 mos 4 WKS Next event Ticket Open User Walting	I am having some trouble with reading the meter as there are two different numbers showing. Which number should L be using?	aliceburvin@gmail.com
3	Starred 3	Alice Barrel aliceburvin@gmail.com		Organization
	INBOX ~	bbA± 🖾	Sent with a Spark	Properties Show 12 empty fields
	Lists ~	Ref DLLV-7196-DZBY	🖬 Deck. Aug 11, 7222, 951 AM 42 🕴 👰	<ul> <li>Aug 5, 2022            Never     </li> <li>Timezone</li> </ul>
	Search ~	Brand at 2218 Energy Department*	Hi Alice Di	UTC Language
	Problems (6) ~	Customer Support - EU	m Alike	English (UK) User Group
	My Stars ~	English (UK)	Of course!	Registered Brand
		What are you hoping to get in touch about? Select value	This is our Economy meter, which allows you to be charged a lower rate for electricity used in off-peak hours.	(at 2218 Energy X Solar Trial
		Account Number Add	The top row (marked 'LOW' or 'NIGHT') shows how many units of off-peak electricity you've used.	Tickets + Q, 0 i≡ √ <sup>8</sup>
			The bottom row (marked 'NORMAL' or 'DAY') shows how many units of peak electricity you've used.	Open (2) Resolved (0)
			Write down all the numbers from left to right, including any zeros.	205 Problem reading the mete
			■ MARTHURE Supp. 2022, 537441 43 🕴	195 Need help with reading th 🚳 🔳 1 Alice Barrel <aliceburvin@gmail 4="" days<="" td=""></aliceburvin@gmail>
			Escalation: The customer has not replied in 7 days. Follow up or resolve the ticket,	
	A Lara Proud		▲ fmail 🏦 Note 📌 Forward 🔠 🖬 🕆 🖇 🖉 🕄	
Ð	2 221 B H 2 5		Write a message	