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Improved Ticket Layout

2013-03-21 - Chris Padfield - [Kommentarer \(0\)](#) - [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 shows a ticket view for 'Example Ticket' with ID 82. The ticket is assigned to 'Bishop, Gregory (greg@example.com)'. Other users 'jane@example.com' and 'tom@example.com' are listed as participants. The ticket status is 'Awaiting Agent' with 1 pending item. The 'PROPERTIES' section includes 'Agent' (Christopher Nadeau), 'Team' (Support Managers), and 'Followers' (John Doe). The priority is 'High Priority' and there is one label 'example-label'. Below the properties are action buttons: Lock, Merge, Macros, Remove, and Actions. The bottom section is for 'REPLY' and 'NOTE' with a rich text editor toolbar.

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