

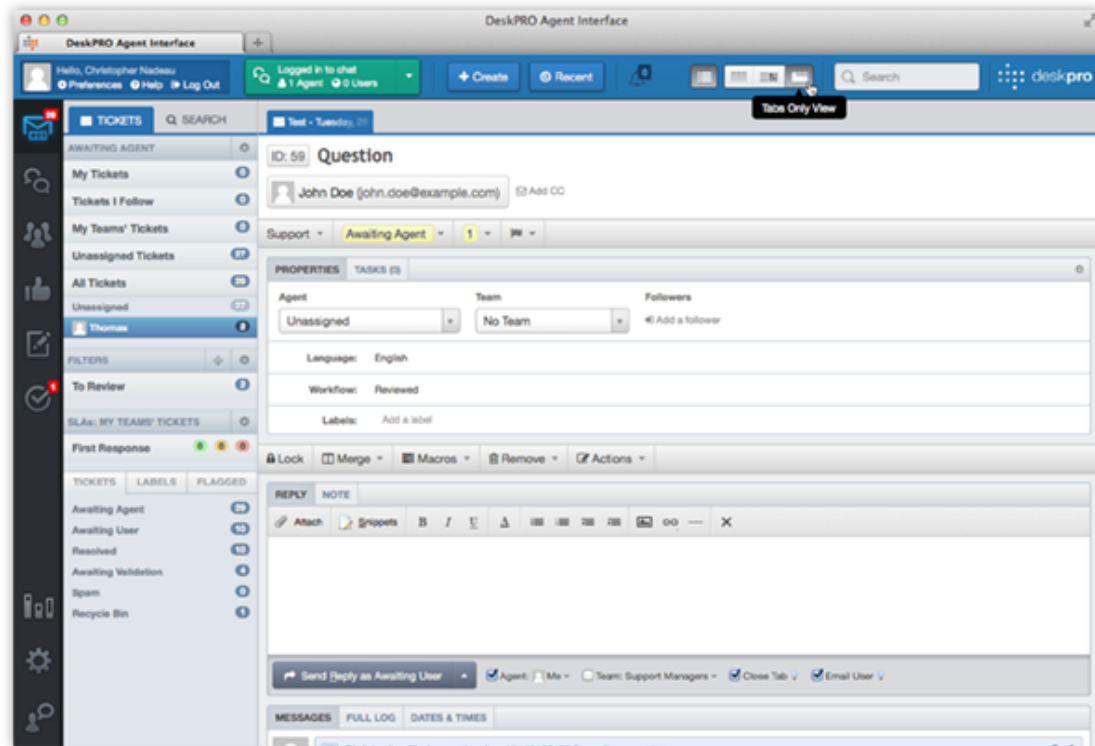


[Nyheter](#) > [Product](#) > [Updated agent interface](#)

## Updated agent interface

2013-06-11 - Christopher Nadeau - [Kommentarer \(0\)](#) - [Product](#)

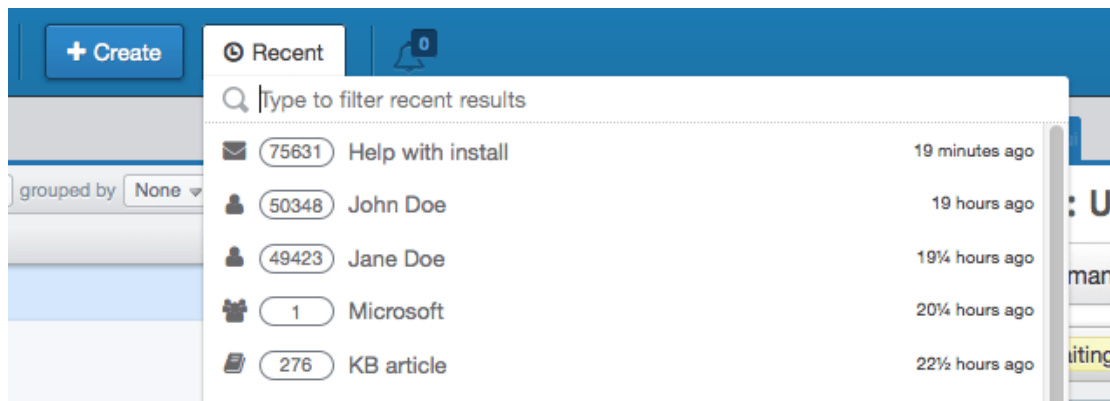
The Agent Interface has been updated with a new header bar and improved navigation.



In the header the new View Mode buttons let you toggle the visibility of the three panes. Users on smaller screens can now work comfortably by hiding panes that they are not using.



The new Recent menu makes it easy to find tabs you have viewed recently and also search through them.



Tickets, CRM, Publish and Feedback now have new "Search" tabs to make it easier to submit specific searches.

The screenshot shows a 'SEARCH' tab interface. At the top, there is a 'TICKETS' tab and a 'SEARCH' tab. Below the tabs, there is a sidebar with icons for Tickets, CRM, Publish, and Feedback. The main content area contains several search filters, each with a dropdown menu or a text input field, and a 'Search' button at the bottom.

Filter	Value
Status	Awaiting Agent, Awaiting User
Agent	Me
Ticket Field	
Subject	Upgrade
Message	
User	
Organization	
Dates & Times	