

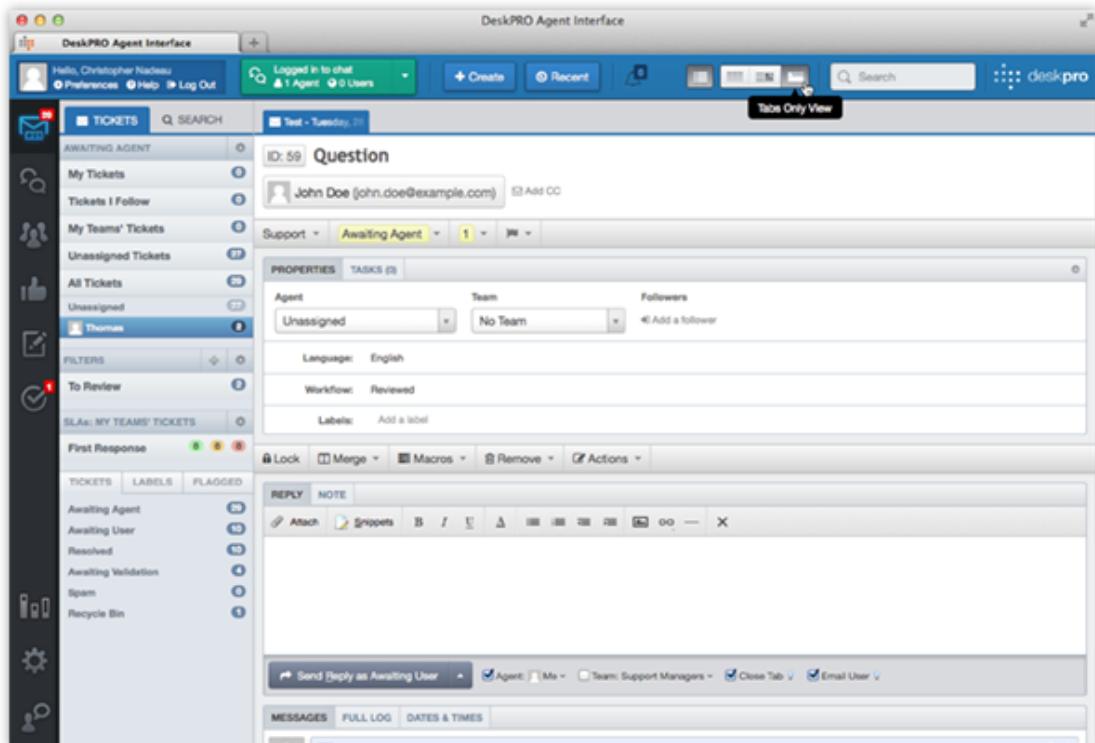


[Nyheter](#) > [Product](#) > [Updated agent interface](#)

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.

The screenshot shows a software interface with a blue header. On the left, there is a 'Create' button. In the center, there is a 'Recent' tab with a bell icon and a search bar containing the placeholder 'Type to filter recent results'. Below the search bar is a list of recent items, each with a small icon, a timestamp, and a truncated title. The items are:

Icon	Timestamp	Title
Envelope	19 minutes ago	Help with install
User	19 hours ago	John Doe
User	19 1/4 hours ago	Jane Doe
Microsoft	20 1/4 hours ago	Microsoft
KB article	22 1/2 hours ago	KB article

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

The screenshot shows the 'SEARCH' tab in the Tickets interface. The interface has a sidebar on the left with icons for Tickets (19), CRM (01), Publish (5), and Feedback (1). The main area has tabs for 'TICKETS' and 'SEARCH'. The 'SEARCH' tab is active, showing a search form with the following fields:

- Status: Awaiting Agent, Awaiting User
- Agent: Me
- Ticket Field: (empty input field with a gear icon)
- Subject: Upgrade (with a gear icon)
- Message: (empty input field with a gear icon)
- User: (empty input field with a gear icon)
- Organization: (empty input field with a gear icon)
- Dates & Times: (empty input field with a gear icon)

At the bottom of the search form is a 'Search' button.