We have reduced the size of the reply box default state

2022-10-04 - Lara Proud - Kommentarer (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.
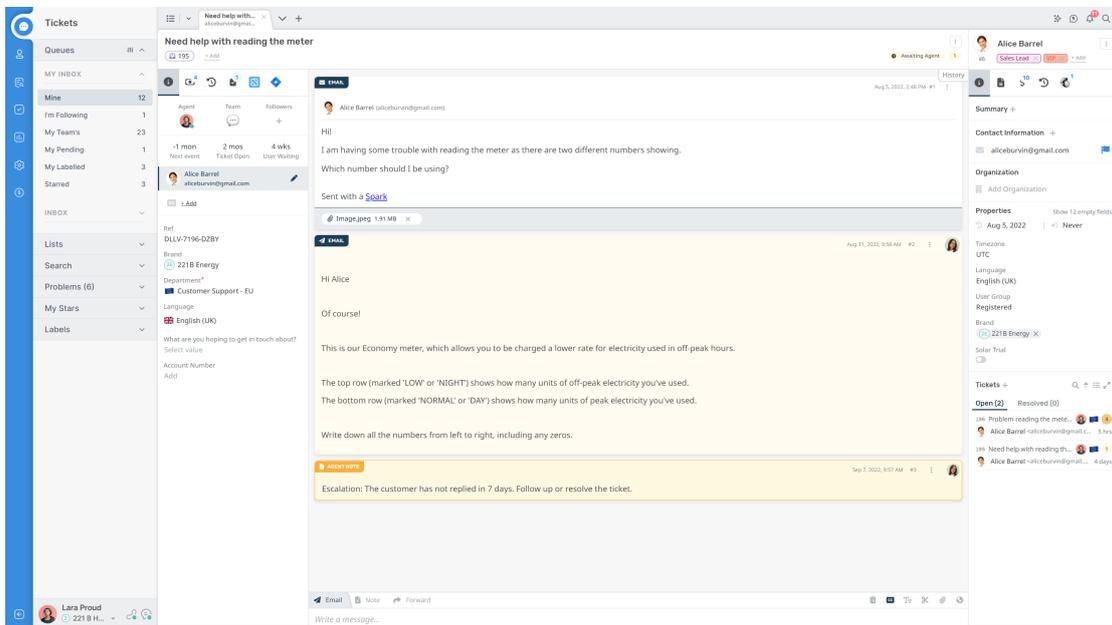
The reply box will expand when you start typing in the email or note tabs, or when you interact with the reply box in some way, e.g., by dragging an attachment into the box, clicking an icon in the toolbar, or selecting a different reply box tab.

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.

Tickets

Queues

MY INBOX 12

Mine	12
I'm Following	1
My Team's	23
My Pending	1
My Labelled	3
Starred	3

INBOX

- Lists
- Search
- Problems (6)
- My Stars
- Labels

Need help with reading the meter

195   + Add

⬤ Awaiting Agent 1

✉ EMAIL
Alice Barrel (aliceburvin@gmail.com)

Aug 5, 2022, 2:48 PM #1

Hi!

I am having some trouble with reading the meter as there are two different numbers showing.

Which number should I be using?

Sent with a **Spark**

📎 Image.jpeg 1.91 MB   ✕

✉ EMAIL

Aug 31, 2022, 9:56 AM #2

Hi Alice

Of course!

This is our Economy meter, which allows you to be charged a lower rate for electricity used in off-peak hours.

The top row (marked 'LOW' or 'NIGHT') shows how many units of off-peak electricity you've used.

The bottom row (marked 'NORMAL' or 'DAY') shows how many units of peak electricity you've used.

Write down all the numbers from left to right, including any zeros.

⬤ AGENT NOTE

Sep 7, 2022, 9:57 AM #3

Escalation: The customer has not replied in 7 days. Follow up or resolve the ticket.

✉ Email   📝 Note   ➤ Forward

Write a message...

Agent

Team

Followers

-1 mon	2 mos	4 wks
Next event	Ticket Open	User Waiting

Alice Barrel
aliceburvin@gmail.com

+ Add

Ref
DLLV-7196-DZBY

Brand
221B Energy

Department*
Customer Support - EU

Language
English (UK)

What are you hoping to get in touch about?
Select value

Account Number
Add

Lara Proud
221 B H...

Alice Barrel

Sales Lead   VIP   + Add

Summary +

Contact Information +

✉ aliceburvin@gmail.com   🚩

Organization

Add Organization

Properties   Show 12 empty fields

📅 Aug 5, 2022   ⟳ Never

Timezone
UTC

Language
English (UK)

User Group
Registered

Brand
221B Energy ✕

Solar Trial

Tickets +

Open (2)   Resolved (0)

240 Problem reading the mete...	🔵	4
Alice Barrel <aliceburvin@gmail.c...	5 hrs	
195 Need help with reading th...	🔵	1
Alice Barrel <aliceburvin@gmail...	4 days	