

## We have updated the design for ticket views in the helpdesk

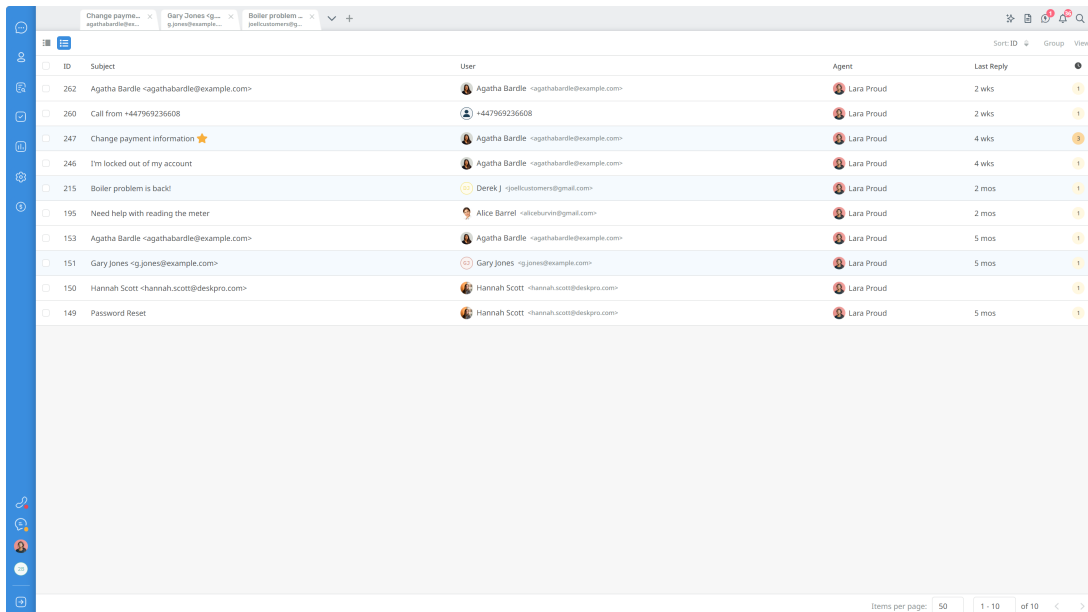
2022-11-01 - Lara Proud - Kommentarer (0) - Product (Agent)

We have updated the behavior and design of ticket lists in the helpdesk.

In Table View we added the ability to preserve per queue, column width of the table and any fields you have applied. We have also added a gray background behind the ticket list to increase the contrast and enhance ticket visibility.

Additionally, we have added an open ticket state, which is signified by a blue colored ticket, as seen below. This change will apply to both **Table View** and **Card View** by adding a blue indicator to tickets you have open in a tab.

In **Table View**, it will look like this:



ID	Subject	User	Agent	Last Reply
262	Agatha Bardle <agathabardle@example.com>	Agatha Bardle <agathabardle@example.com>	Lara Proud	2 wks
260	Call from +447969236608	+447969236608	Lara Proud	2 wks
247	Change payment information 🌟	Agatha Bardle <agathabardle@example.com>	Lara Proud	4 wks
246	I'm locked out of my account	Agatha Bardle <agathabardle@example.com>	Lara Proud	4 wks
215	Boiler problem is back!	Derek J <jpelcustomers@gmail.com>	Lara Proud	2 mos
195	Need help with reading the meter	Alice Barrel <alicebarrel@gmail.com>	Lara Proud	2 mos
153	Agatha Bardle <agathabardle@example.com>	Agatha Bardle <agathabardle@example.com>	Lara Proud	5 mos
151	Gary Jones <g.jones@example.com>	Gary Jones <g.jones@example.com>	Lara Proud	5 mos
150	Hannah Scott <hannah.scott@deskpro.com>	Hannah Scott <hannah.scott@deskpro.com>	Lara Proud	
149	Password Reset	Hannah Scott <hannah.scott@deskpro.com>	Lara Proud	5 mos

In **Card View**, the indicator state will look like this:

The screenshot displays a customer support interface with three main sections:

- Left Panel (Ticket Queue):** A list of tickets with columns for ID, customer name, subject, and status. The selected ticket is ID 247, 'Change payment information', by Agatha Bardle.
- Center Panel (Ticket Details):** A detailed view of the selected ticket. It shows the customer's name (Agatha Bardle), a 'Billing' category, and a message from James Moriarty dated Oct 4, 2022, 12:14 PM. The message includes a link to a help article: <https://221benergy.deskpro.com/en-US/guides/setting-up-your-account/add-your-billing-information>.
- Right Panel (Customer Profile):** A profile for Agatha Bardle, a sales lead at Energy.ie. It includes contact information (email: agathabardle@example.com, phone: +44 07969 236608), organization (Energy.ie), and properties (created Oct 14, 2021, expires Aug 31, 2022).

These updates will make it easier for you to locate the tickets in a list that you already have open when navigating your ticket queues and other lists of tickets across the interface, as well as boosting overall visibility in the helpdesk