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Improved Ticket Layout

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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 displays a ticket view for 'Example Ticket' with ID 82. The interface is clean and organized, featuring a header with the ticket title and ID, a section for the agent (Bishop, Gregory) and CC'd users (jane@example.com, tom@example.com), and a status bar showing 'Sales > Sales A' and 'Awaiting Agent' with a count of 1. Below this is a 'PROPERTIES' section with tabs for 'TASKS (0)' and 'SLAS'. The properties include 'Agent' (Christopher Nadeau), 'Team' (Support Managers), and 'Followers' (John Doe). The 'Priority' is set to 'High Priority' and there is one 'Label' (example-label). At the bottom, there is a 'REPLY' section with a 'NOTE' tab and a toolbar with icons for 'Attach', 'Scripts', and other actions.

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