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Improved Ticket Layout

2013-03-21 - Chris Padfield - [Komentarze \(0\)](#) - [Product](#)

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 interface for 'Example Ticket' with ID 82. The header includes the agent 'Bishop, Gregory (greg@example.com)' and a 'Add CC's...' button. Below this, two email addresses are listed: 'jane@example.com' and 'tom@example.com'. The status bar shows 'Sales > Sales A', 'Awaiting Agent', '1' pending agent, and a red flag icon. The main section is titled 'PROPERTIES' and contains fields for 'Agent' (Christopher Nadeau), 'Team' (Support Managers), and 'Followers' (John Doe). It also shows 'Priority: High Priority' and 'Labels: example-label'. A toolbar at the bottom of the properties section includes 'Lock', 'Merge', 'Macros', 'Remove', and 'Actions'. The bottom of the screenshot shows the 'REPLY' and 'NOTE' tabs and the beginning of a rich text editor with icons for attachments, bold, italic, underline, and text color.

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