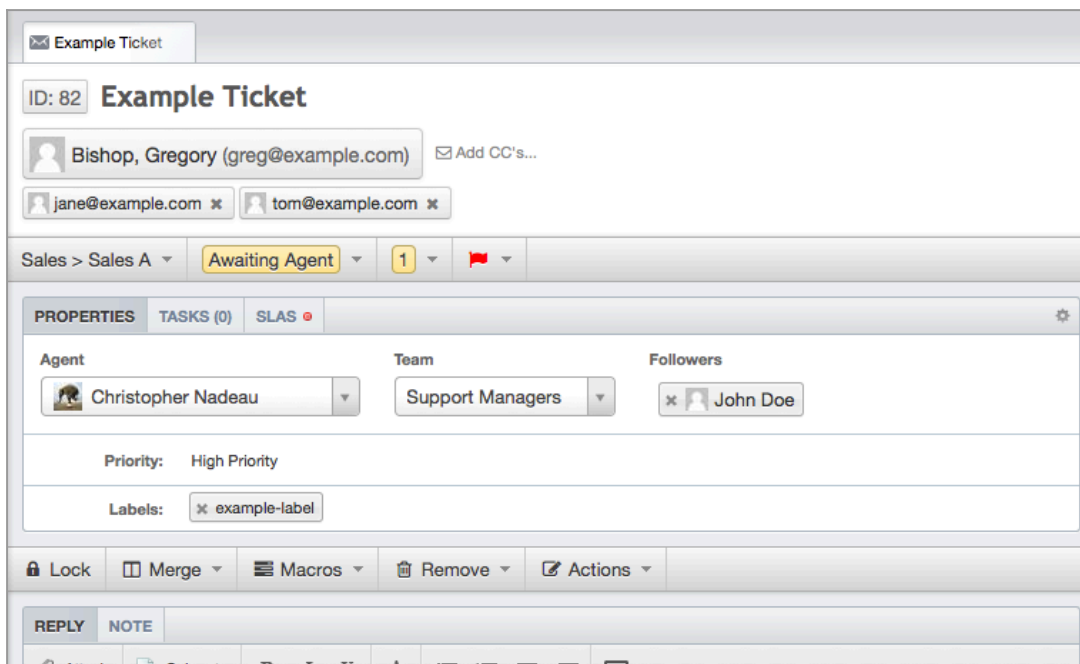


Improved Ticket Layout

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 the 'Example Ticket' interface in Deskpro. At the top, the ticket title 'Example Ticket' is shown with ID 82. Below this, the agent 'Bishop, Gregory (greg@example.com)' is listed, along with a link to 'Add CC's...'. Two email addresses, 'jane@example.com' and 'tom@example.com', are shown as recipients. The ticket status is 'Awaiting Agent' with a count of 1. The 'PROPERTIES' tab is active, showing the assigned agent 'Christopher Nadeau', the team 'Support Managers', and a follower 'John Doe'. The priority is set to 'High Priority' and a label 'example-label' is applied. A toolbar at the bottom of the properties section includes options for Lock, Merge, Macros, Remove, and Actions. The bottom of the interface features a 'REPLY' and 'NOTE' section with a rich text editor.

Etykiety

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