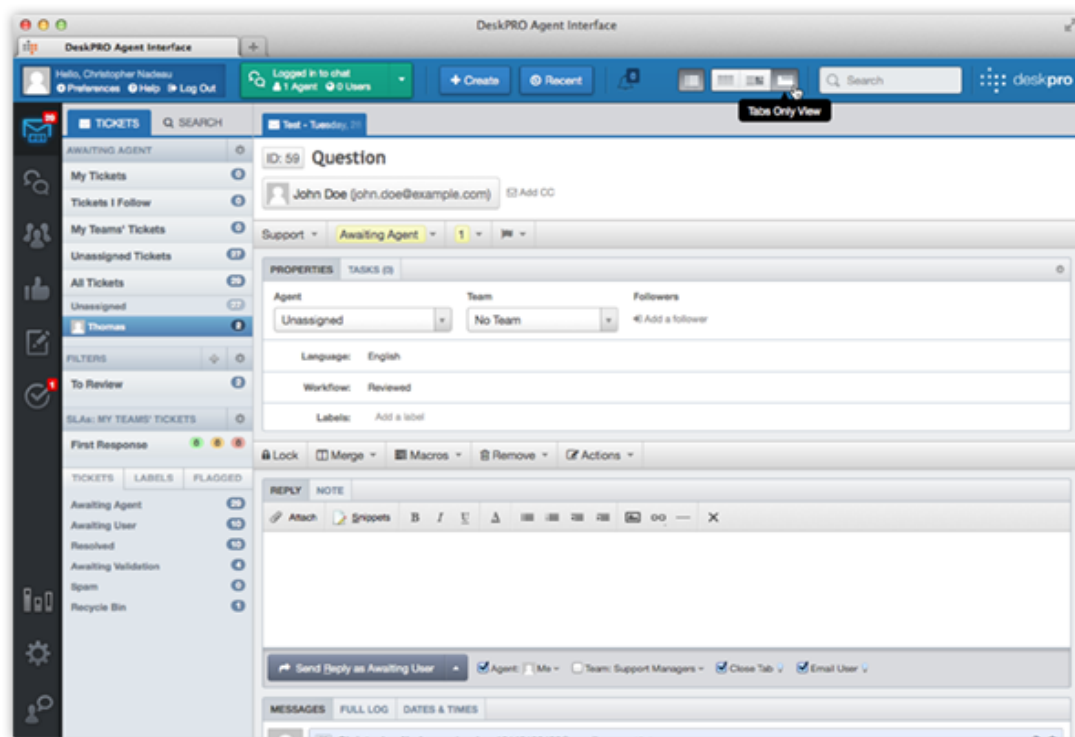


Updated agent interface

2013-06-11 - Christopher Nadeau - Komentarze (0) - Product

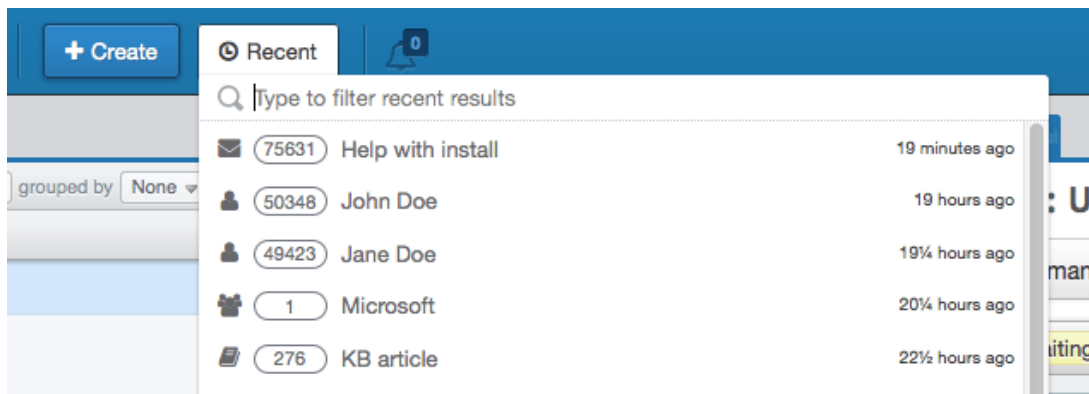
The Agent Interface has been updated with a new header bar and improved navigation.



In the header the new View Mode buttons let you toggle the visibility of the three panes. Users on smaller screens can now work comfortably by hiding panes that they are not using.



The new Recent menu makes it easy to find tabs you have viewed recently and also search through them.



Tickets, CRM, Publish and Feedback now have new "Search" tabs to make it easier to submit specific searches.

A screenshot of a software interface showing a 'SEARCH' tab. The tab is active, and the form contains several fields for searching. The fields are: 'Status' (with a dropdown menu showing 'Awaiting Agent, Awaiting User'), 'Agent' (with a dropdown menu showing 'Me'), 'Ticket Field' (with a text input field and a gear icon), 'Subject' (with a text input field showing 'Upgrade' and a gear icon), 'Message' (with a text input field and a gear icon), 'User' (with a text input field and a gear icon), 'Organization' (with a text input field and a gear icon), and 'Dates & Times' (with a text input field and a gear icon). A 'Search' button is located at the bottom of the form. On the left side of the interface, there is a sidebar with icons for various functions, including a mail icon with a red '19' badge, a search icon, a group of people icon, a thumbs up icon, a document icon with a red '5' badge, a checkmark icon with a red '1' badge, and a Twitter icon.