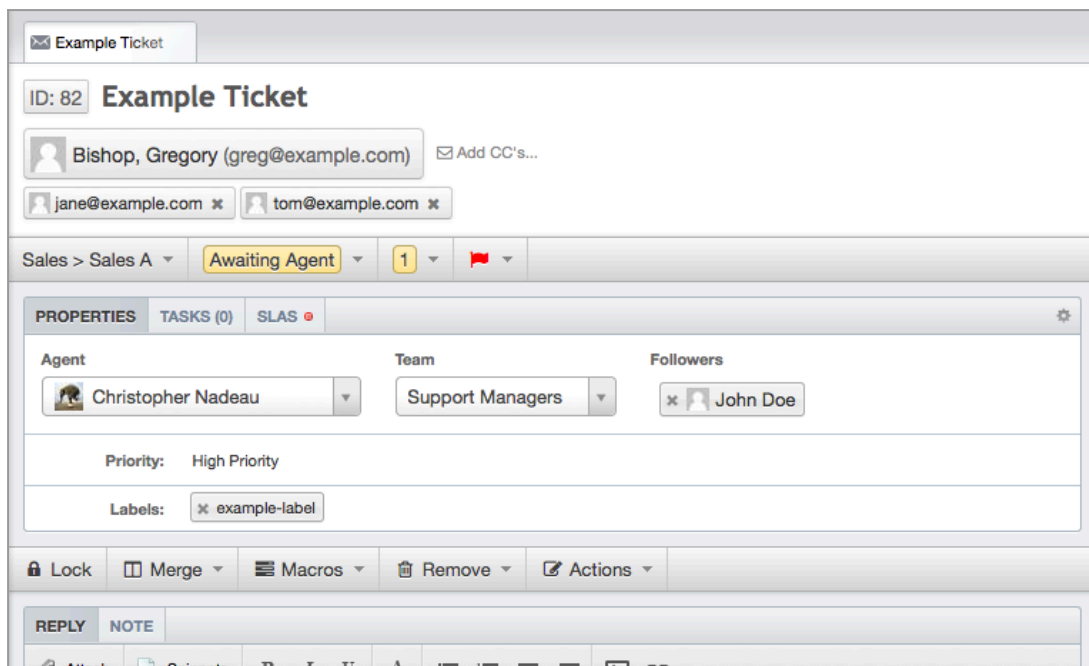


Improved Ticket Layout

2013-03-21 - Chris Padfield - Comment (1) - 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. At the top, it shows the ticket ID '82' and the title 'Example Ticket'. Below this, the primary contact is 'Bishop, Gregory (greg@example.com)', with options to 'Add CC's...' and other contacts like 'jane@example.com' and 'tom@example.com'. A navigation bar indicates the current view is 'Sales > Sales A', the ticket status is 'Awaiting Agent', and there is '1' notification. The main section is divided into 'PROPERTIES', 'TASKS (0)', and 'SLAS'. Under 'PROPERTIES', there are fields for 'Agent' (Christopher Nadeau), 'Team' (Support Managers), and 'Followers' (John Doe). The 'Priority' is set to 'High Priority' and there is one 'Label' named 'example-label'. A toolbar at the bottom of the properties section includes 'Lock', 'Merge', 'Macros', 'Remove', and 'Actions'. Below the properties is a 'REPLY' and 'NOTE' section with a rich text editor toolbar.

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