

We have improved the UI Status and Urgency on Tickets

2023-04-06 - Lara Proud - Comment (1) - Product (Agent)

We've updated our Ticket UI, moving the Ticket Status and Urgency features to the left-hand side of the Ticket. This update focuses on improving the usability and intuitiveness of the Ticket Status and Urgency features.



Previously, these features were located separately from other Ticket Properties, which caused confusion for some users. After listening to user feedback we have now moved the Ticket Status and Urgency to the Properties Pane, alongside other Ticket update features.



This change makes it more obvious where to go to update the Ticket Status and Urgency, as they are now located in the same place as other important Ticket information. The update is designed to help streamline the customer support process, making it easier and more efficient for both support agents and customers. When you hover over a Status with a sub-status this will open it to the right-hand side of the Status options in the menu.



This change should make Ticket updates easier to navigate and help you to work more efficiently.