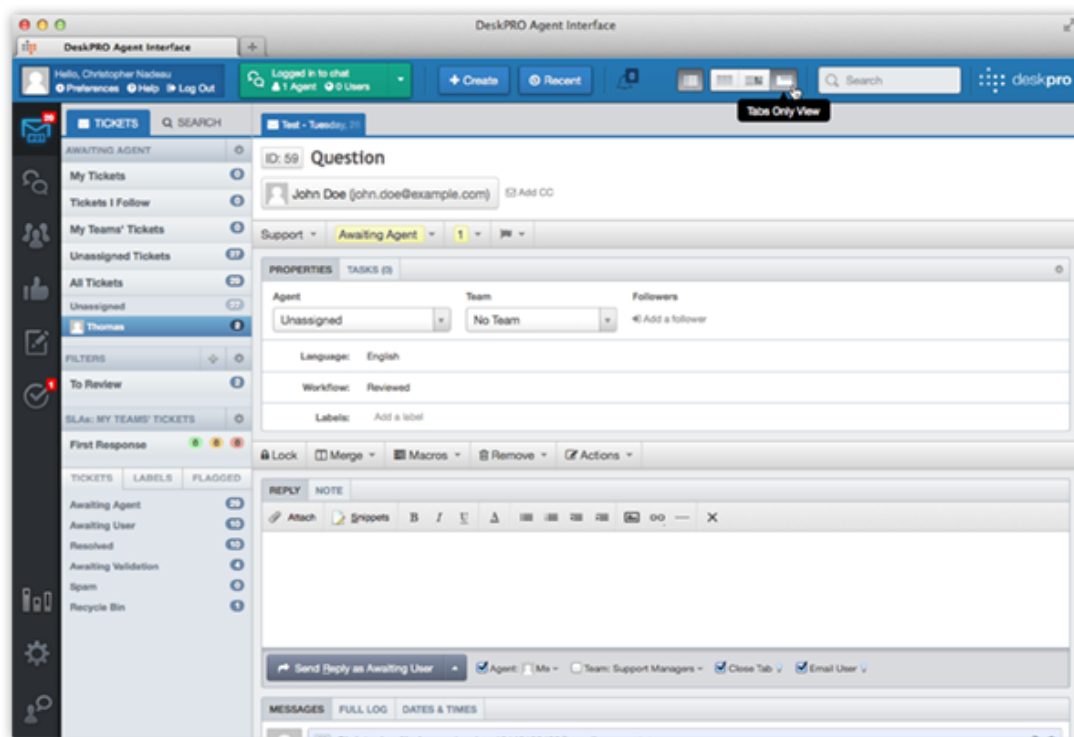


Updated agent interface

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

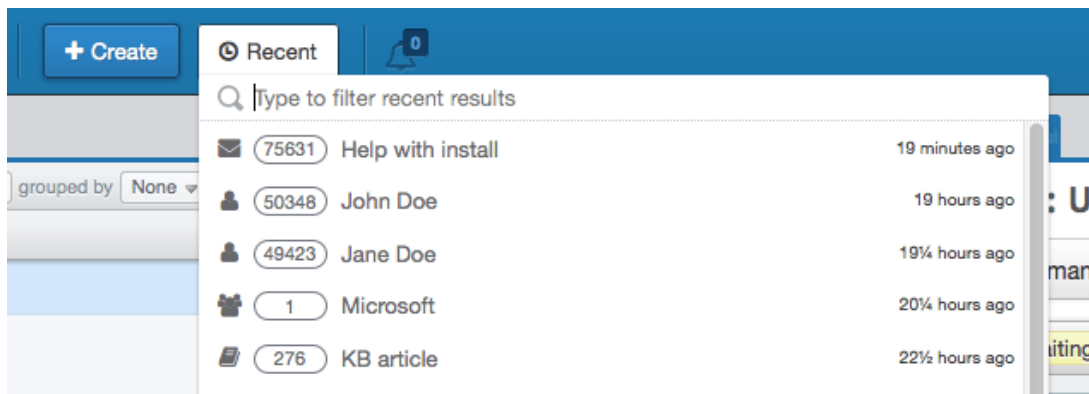
The Agent Interface has been updated with a new header bar and improved navigation.



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 the 'SEARCH' tab in the Tickets section of a software interface. The interface features a dark sidebar with various icons and a main content area with search filters. The sidebar includes a mail icon with a '19' badge, a search icon, a group of people icon, a thumbs up icon, a document icon with a '5' badge, a checkmark icon with a '1' badge, and a Twitter icon. The main content area has a 'TICKETS' tab and a 'SEARCH' tab. Below the tabs are several search filters: Status (Awaiting Agent, Awaiting User), Agent (Me), Ticket Field (empty), Subject (Upgrade), Message (empty), User (empty), Organization (empty), and Dates & Times (empty). Each filter has a settings gear icon. A 'Search' button is at the bottom.

TICKETS **SEARCH**

Status
Awaiting Agent, Awaiting User

Agent
Me

Ticket Field
[Empty] [Settings]

Subject
Upgrade [Settings]

Message
[Empty] [Settings]

User
[Empty] [Settings]

Organization
[Empty] [Settings]

Dates & Times
[Empty] [Settings]

Search