We have updated the design for ticket views in the helpdesk
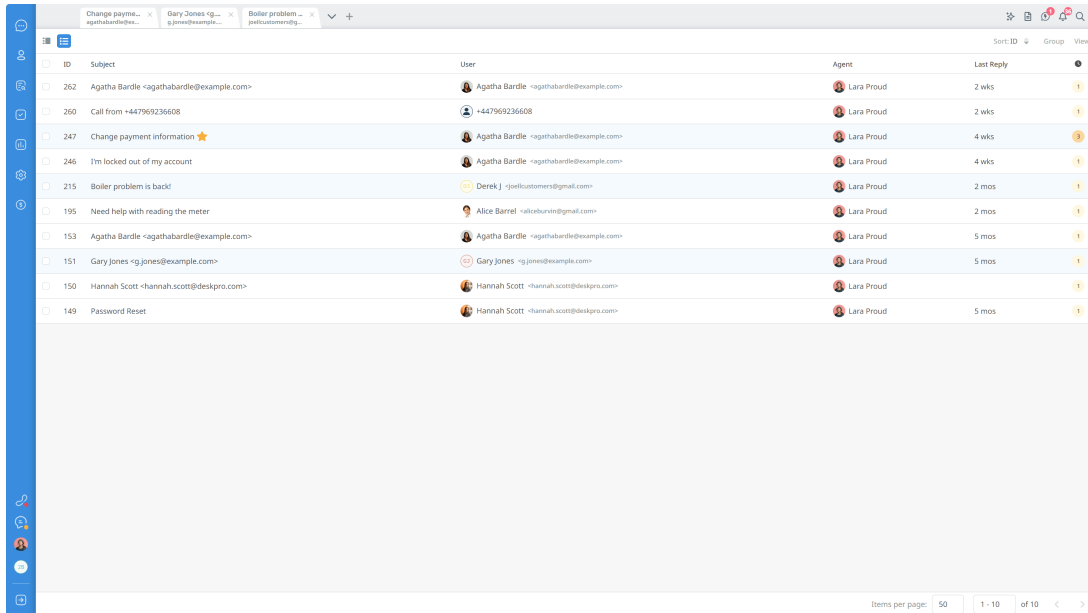
2022-11-01 - Lara Proud - Comments (0) - Product (Agent)

We have updated the behavior and design of ticket lists in the helpdesk.

In Table View we added the ability to preserve per queue, column width of the table and any fields you have applied. We have also added a gray background behind the ticket list to increase the contrast and enhance ticket visibility.

Additionally, we have added an open ticket state, which is signified by a blue colored ticket, as seen below. This change will apply to both **Table View** and **Card View** by adding a blue indicator to tickets you have open in a tab.

In **Table View**, it will look like this:

In **Card View**, the indicator state will look like this:

These updates will make it easier for you to locate the tickets in a list that you already have open when navigating your ticket queues and other lists of tickets across the interface, as well as boosting overall visibility in the helpdesk