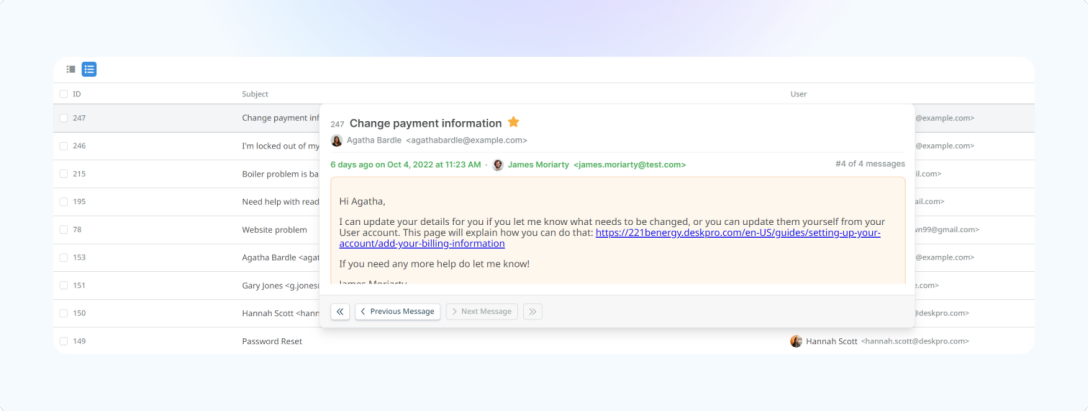
Get instant context with our new ticket preview feature

2022-10-10 - Lara Proud - Comments (0) - Product (Agent)

Our new ticket message preview feature helps you quickly get context about a ticket without opening it. Now, when you hover over a ticket subject in Card or Table View, you will see a preview of the most recent message and other helpful information.



Just hover over the ticket subject, and the window will appear, giving you insight into the ticket and helping you to understand what it's about. We created this feature to make getting information about a ticket from any list in the helpdesk easier.
From this window, you can also see who the User on the ticket is, any CCs, and when the last message occurred. Plus, you can toggle through messages in the thread using the handy buttons at the bottom of the window.