

Новости > Product > Updated agent interface

Updated agent interface

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

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

	0	DeskPRO Agent Interface	R.
, rip	DeskPRO Agent Interface	+	1000
	iello, Christopher Nadeau 9 Preferences 19 Help 19 Log Out	Concepted in to sheet Concepted in to sheet Concepted in to sheet Concepted in the sheet Concepted Con	kpro
⊳	TICKETS Q SEARCH	Table Only View	
	AWAITING AGENT	O ID: 59 Question	
3	My Tickets	0	
~	Tickets I Follow	John Doe (john.doe@example.com)	
122	My Teams' Tickets	O Support * Awaiting Agent * 1 * W *	
	Unassigned Tickets	PROPERTEE TASKS (3)	0
ιŵ.	All Tickets		0
	Unassigned	Agent Team Followers	
R	Thomas	Unassigned * No Team * 40 Add a follower	
	PILTERS \$	0 Language: English	
୍ର	To Review	Wurkflow: Reviewed	
Ŭ	SLAs: MY TEAMS' TICKETS	Labels: Add s label	
	First Response 🛛 🖲 🖲	BLock II Merge * III Macros * S Remove * Of Actions *	
	TICKETS LABELS FLAGO		
	Awaiting Agent	D REPLY NOTE	
	Awaiting User		
		0	
fie0		0	
⇔			
		Agent The Constant Support Managers - Chose Tab V Constant User V	
10		MESSAGES FULL LOG DATES & TIMES	
<u> </u>			

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.

+ Create	Recent Iype to filter recent results	
	(75631) Help with install	19 minutes ago
grouped by None 🔻	🛔 (50348) John Doe	19 hours ago : 🛛
	▲ (49423) Jane Doe	19¼ hours ago man
	Microsoft	20¼ hours ago
	Z76 KB article	22½ hours ago

Tickets, CRM, Publish and Feedback now have new "Search" tabs to make it easier to submit specific searches.

		1
- 1001 -	Status	
G	Awaiting Agent, Awaiting User	-
°Q	Agent	
~ ~	Me	-
201	Ticket Field	
		•
. An	Subject	
	Upgrade	•
 5	Message	
		•
_	User	
\bigtriangledown		•
\sim	Organization	
		•
	Dates & Times	
		•
	Search	