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## We have reduced the size of the reply box default state

2022-10-04 - Lara Proud - Comments (0) - Product (Agent)

We have reduced the initial default height of the email and note tabs of the reply box; so you have a clear view of the ticket and easily see messages in the ticket thread when you first open a ticket. The other reply box tabs will remain at the original reply box height, so if they are your default tab, you will not observe a minimized reply box.

Having a smaller default state for the reply box helps the interface feel less cluttered visually, so you can more quickly gain the context you need from the ticket. This new design also allows agents working on smaller screens to have less of their interface taken up by the reply box.

6	Tickets		III   • Need help with_ × +		% ® 4 <sup>®</sup> Q
2	Queues as	• ^	Need help with reading the meter	r I and the second seco	Alice Barrel
R	MY INBOX	^	0 🖬 🤉 🕯 🛛 🔷	History	0 6 5 3 6
Ø	Mine	12	Agent Team Followers	Aug 5, cicc. 2-or m +1	Summary +
U	I'm Following	1	Q = +	*	
•	My Team's	23	-1 mon 2 mos 4 wks		Contact Information +
۲	My Pending My Labelled	1	Next event Ticket Open User Walting	I am having some trouble with reading the meter as there are two different numbers showing.	aliceburvin@gmail.com
~	Starred	3	Alice Barrel	Which number should I be using?	Organization
3			E +Add	Sent with a <u>Spark</u>	Add Organization
	INBOX		Ref	Ø Imagejpeg 1.91 M8 ×	Properties Show 12 empty fields ③ Aug 5, 2022 ④ Never
	Lists	~	DLLV-7196-DZBY	1 DML Aug 31, 2022, 956 AM #2	Timezone
	Search	~	Brand 221B Energy		UTC Language
	Problems (6)	~	Department*	Hi Alice	English (UK)
	My Stars	~	Language	Of course!	User Group Registered
	Labels	~	🏶 English (UK)	VI COURTER	Brand (28) 2218 Energy X
			What are you hoping to get in touch about? Select value	This is our Economy meter, which allows you to be charged a lower rate for electricity used in off-peak hours.	Solar Trial
			Account Number Add		0
			A00	The top row (marked 'LOW' or 'NIGHT') shows how many units of off-peak electricity you've used.	$Tickets + \qquad Q_{\circ} \oplus \mathrel{\mathop:}= {}_{e}{}^{\mu}$
				The bottom row (marked 'NORMAL' or 'DAY') shows how many units of peak electricity you've used.	Open (2) Resolved (0)
				Write down all the numbers from left to right, including any zeros.	198 Problem reading the mete 🗿 🔳 📧
				White down all the humbers norm refer to right, including any zeros.	125 Need help with reading th 🛞 🔳 🕕
				B ACCITHOTE Sep 7, 2022, 657 AM +6	9 Alice Barrel saliciburvin@gmail 4 days
				Escalation: The customer has not replied in 7 days. Follow up or resolve the ticket.	
				✓ Email B Note → Forward	
e	Lara Proud 2 221 B H V d	2 🕤		Write a message	

The reply box will expand when you start typing in the email or note tabs, or when you interact with the reply box in some way, e.g., by dragging an attachment into the box, clicking an icon in the toolbar, or selecting a different reply box tab.

Some things to note are that the reply box will still expand to a maximum height of 50% of the content panel when you're writing responses. This UI change will also respect your permissions, such as being displayed at the original height if you have an alternative default tab or last used a channel that does not have a minimized state.

6	Tickets	i≡   ▼ Need help with_ × ▼ +		» ⊕ ¢ <sup>₽</sup> Q
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	Lists ~	Ref DLLV-7196-DZBY	Aug 11, 7222, 951 AM 42 1	<ul> <li>Aug 5, 2022  </li></ul>
	Search ~	Brand at 2218 Energy Department*	Hi Alice Di	UTC Language
	Problems (6) ~	Customer Support - EU	m Alike	English (UK) User Group
	My Stars ~	English (UK)	Of course!	Registered Brand
		What are you hoping to get in touch about? Select value	This is our Economy meter, which allows you to be charged a lower rate for electricity used in off-peak hours.	(at 2218 Energy X Solar Trial
		Account Number Add	The top row (marked 'LOW' or 'NIGHT') shows how many units of off-peak electricity you've used.	Tickets + Q, 0 i≡ √ <sup>8</sup>
			The bottom row (marked 'NORMAL' or 'DAY') shows how many units of peak electricity you've used.	Open (2) Resolved (0)
			Write down all the numbers from left to right, including any zeros.	205 Problem reading the mete
			■ MARTHURE Supp. 2022, 537441 43 🕴	195 Need help with reading th 🚳 🔳 1 Alice Barrel <aliceburvin@gmail 4="" days<="" td=""></aliceburvin@gmail>
			Escalation: The customer has not replied in 7 days. Follow up or resolve the ticket.	
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