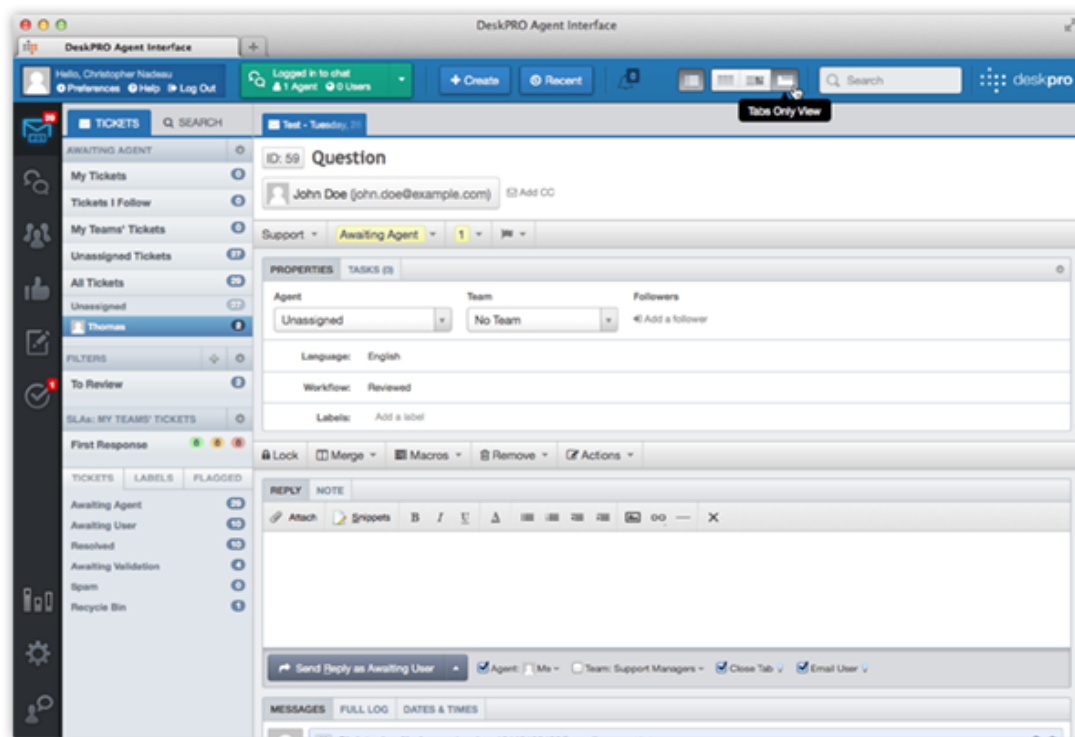


Updated agent interface

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

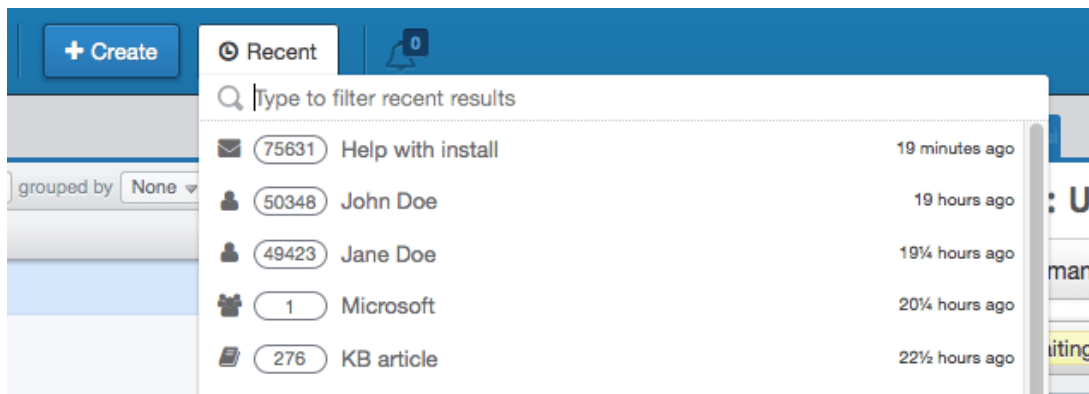
The Agent Interface has been updated with a new header bar and improved navigation.



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 a software interface showing a 'SEARCH' tab. The interface has a dark sidebar on the left with various icons and a red notification badge. The main area is light blue and contains a form for searching. The form has several sections, each with a title and a text input field. A 'Search' button is at the bottom.

Section	Input Field	Settings Icon
Status	Awaiting Agent, Awaiting User	None
Agent	Me	None
Ticket Field		Yes
Subject	Upgrade	Yes
Message		Yes
User		Yes
Organization		Yes
Dates & Times		Yes