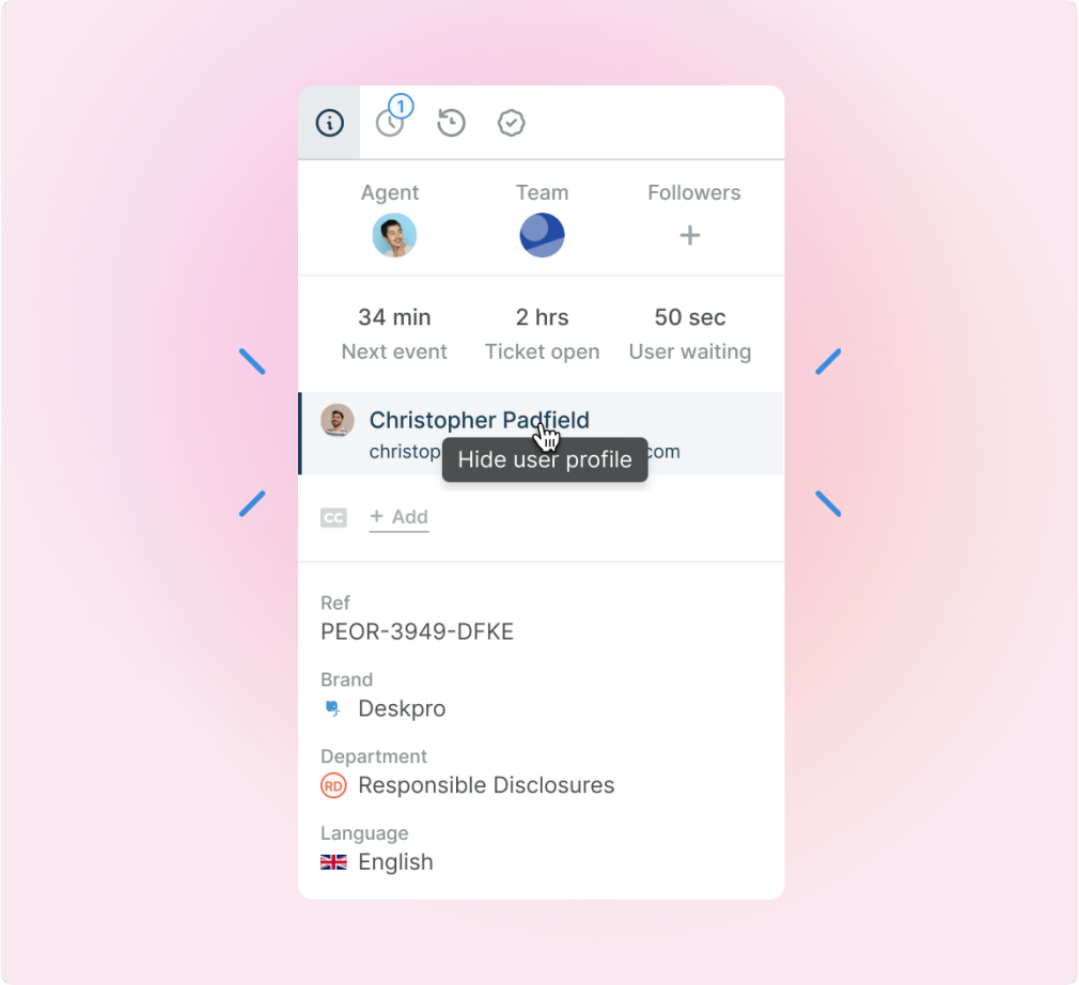
Collapse and expand User Profiles to keep your workspace tidy

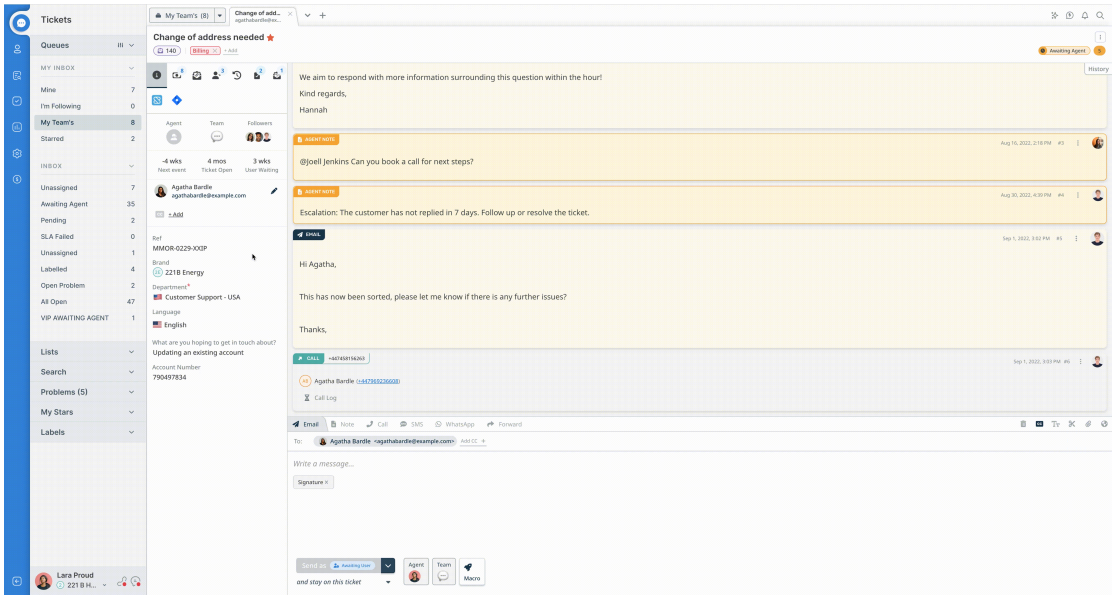
2022-09-20 - Lara Proud - Komentarjev (0) - Product (Agent)

You can now collapse and expand the user profile on Tickets and Community topics by clicking on the user's name in the properties. Hiding the User Profile will remove it from your view, giving you more space in the interface to interact with tickets or content.



We have made it easy to toggle the visibility of the profile. Just click the User's name to remove it from view, and if you want it to reappear, click their name again. This also works for viewing the profile of CC'd users on a ticket.

The ability to click through to an Organization from the User profile remains the same, just click on the organization from the profile when it is in view.



We’re introducing this feature to provide the additional ability to customize your workspace. Being able to toggle the User profile from view helps to keep your helpdesk interface as straightforward as possible, and provides a larger working area for Agents operating on smaller screens or in Card view.