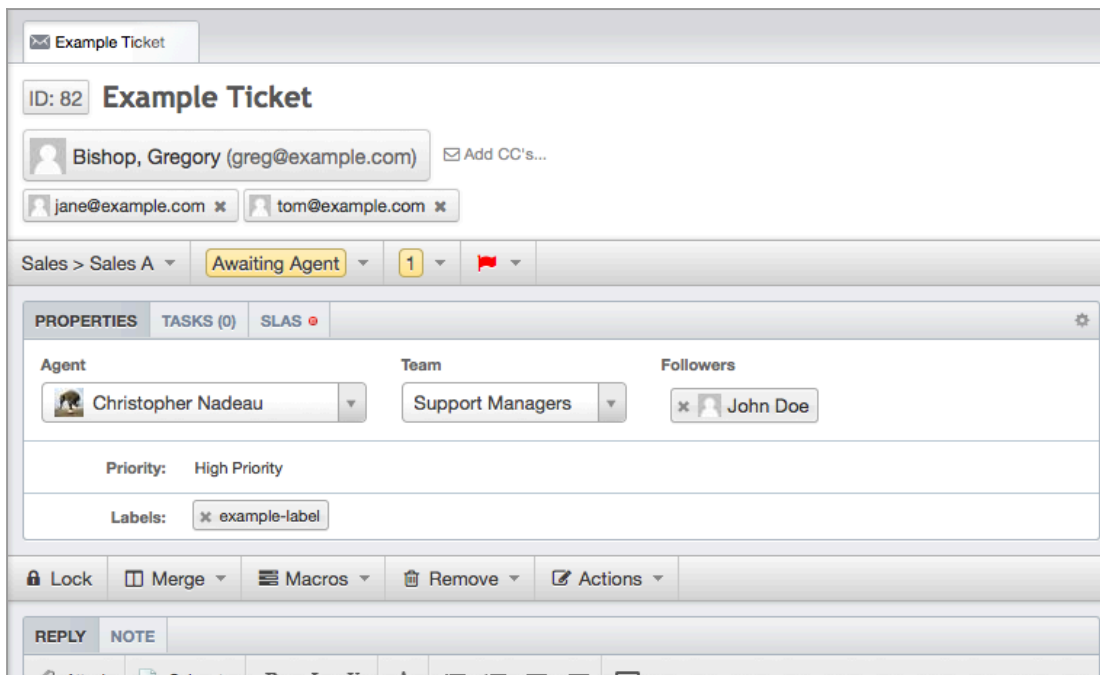


Improved Ticket Layout

2013-03-21 - Chris Padfield - [Komentarjev \(0\)](#) - [Product](#)

We have improved the layout of the ticket view in the agent interface. We have removed superfluous sections, and made certain sections cleaner and easier to use.



The screenshot displays the 'Example Ticket' interface in Deskpro. At the top, there's a header bar with 'Example Ticket'. Below it, the ticket ID '82' is shown next to the title 'Example Ticket'. The primary contact is 'Bishop, Gregory (greg@example.com)', with an option to 'Add CC's...'. Two additional email addresses, 'jane@example.com' and 'tom@example.com', are listed below. A navigation bar shows 'Sales > Sales A' and the ticket status 'Awaiting Agent' with a count of '1' and a flag icon. The main section is titled 'PROPERTIES' and includes tabs for 'TASKS (0)' and 'SLAS'. It features three columns: 'Agent' with a dropdown for 'Christopher Nadeau', 'Team' with a dropdown for 'Support Managers', and 'Followers' with a button to add 'John Doe'. Below these are fields for 'Priority: High Priority' and 'Labels: example-label'. A toolbar at the bottom of the properties section includes 'Lock', 'Merge', 'Macros', 'Remove', and 'Actions'. The bottom of the interface has tabs for 'REPLY' and 'NOTE', and a rich text editor with various formatting options.

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