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## We have added drag and drop to our Kanban View

2022-12-06 - Lara Proud - Komentarjev (0) - Product (Agent)

We have made improvements to our new Kanban view. You can now move tickets into different columns with drag and drop, which will update ticket properties accordingly.

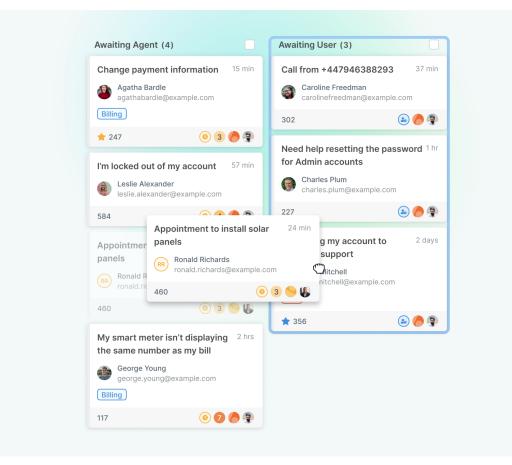
You will be able to drag and drop tickets and update their properties when they're grouped by:

- Status
- Department
- Team
- Agent
- Urgency

You can see in the image below how tickets will appear when grouped by Status. In this example, Pending has the sub-status **Awaiting 3rd Party**.

			Sort: Created Group: Status Size: Small View
Live (1)	Awaiting Agent (4)	Awaiting User (3)	Pending (5)
Live (1) Sara Cruz 1 min (ana cruz@example.com) Com Cruz@example.com Table Tab	Change payment information 15 min Againata ardege sample.com Bainata ardege sample.com The locked out of my account 57 min Elsie Alexander Belfa.alexander@example.com Stat Appointment to install solar panels Banata	Call from +447946388293 37 min Caroline Freedman Caroline Freedman Gexample.com 302 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Pending (5) Follow up appointment for 10 hrs with submer appointment of 10 hrs submer appointment with Plast energy 6 hrs with with submer appointment with Plast energy 6 hrs with submer appointment with submer appointment with submer appointment with submer appointment with submer appointmen
			Tin Jennings     tin Jennings@example.com
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TAny grouping where you have created sub-values, such as sub-statuses and subdepartments, will be automatically grouped in the view. This makes it easy to view all tickets within their hierarchical structure visually and move them between the different properties through the simple drag and drop functionality.



You can also group tickets in Kanban view by date and time-based values, including:

- Waiting Time
- Total Waiting Time
- Open Time
- Date Created
- Last Reply
- Last User Reply
- Last Agent Reply
- Custom Date Fields and more.

We have added this functionality to our Kanban view to extend the usefulness of the Beta version and provide a more complete way of managing tickets in a Kanban board.