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Updated agent interface

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

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

| |) | DeskPRO Agent Interface | |
|-------------------|---|--|------|
|) sip | DeskPRO Agent Interface | [+] | 1000 |
| | iello, Christopher Nadeau Preierences @Help I# Log Out | Consect Consec | kpro |
| | TICKETS Q SEARCH | Table Only View | |
| - un- | AWAITING AGENT | © ID: 59 Question | |
| 3 | My Tickets | | |
| ~ ~ | Tickets I Follow | John Doe (ohn.doe@example.com) | |
| 122 | My Teams' Tickets | D Support v Awaiting Agent v 1 v W v | |
| | Unassigned Tickets | PROPERTIES TASKS (2) | 0 |
| nio - | All Tickets | | - |
| | Unassigned | D Iteration | |
| \mathbb{Z} | Thomas | Unassigned v No Team v * And a tonower | |
| | PILTERS & | 0 Language: English | |
| ୍ର | To Review | D Warkflow: Reviewed | |
| \sim | SLAs: MY TEAMS' TICKETS | C Labels: Add a label | |
| | First Response 🛛 🖲 | BLock □ Merge + ■ Macros + B Remove + @ Actions + | |
| | TICKETS LABELS FLAG | | |
| | Awaiting Agent | D REPLY NOTE | |
| | Awaiting User | D Ø Anach ∑groppen B / ⊻ ∆ == == == == E 00 − X | |
| | Resolved | D | |
| | Awaiting Validation | | |
| fie D | Spam Recycle Bin | 9 | |
| | | | |
| \Leftrightarrow | | | |
| | | 🕐 Send Buply as Awalting User 🔹 🧭 Agent 🗌 Ma = 🔄 Team: Support Managers = 😸 Close Tab V 🔛 Email User V | |
| 10 | | MESSAGES FULL LOG DATES & TIMES | |
| | | | |

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.

| + Create | Recent Iype to filter recent results | |
|-------------------|--------------------------------------|-------------------|
| | (75631) Help with install | 19 minutes ago |
| grouped by None 🔻 | 🛔 (50348) John Doe | 19 hours ago : 🛛 |
| | ▲ (49423) Jane Doe | 19¼ hours ago man |
| | Microsoft | 20¼ hours ago |
| | Z76 KB article | 22½ hours ago |

Tickets, CRM, Publish and Feedback now have new "Search" tabs to make it easier to submit specific searches.

| | | 1 |
|--------------------|-------------------------------|---|
| - 1001 - | Status | |
| G | Awaiting Agent, Awaiting User | - |
| °Q | Agent | |
| ~ ~ | Me | - |
| 201 | Ticket Field | |
| | | • |
| . An | Subject | |
| | Upgrade | • |
| 5 | Message | |
| | | • |
| _ | User | |
| \bigtriangledown | | • |
| \sim | Organization | |
| | | • |
| | Dates & Times | |
| | | • |
| | | |
| | Search | |