loading screen Finished

- Zsolt Kiss
- **Forum name:** #Bug Report

Is there any hope to improve the loading speed of the agent page? On a slow internet connection it is practically prevent us tp use the system.
From the US i have 163 ms response time and 10/10 mbit bandwidth - in the system we have 60K+ tickets - but the loading time is unpredictible sometimes 10 minutes.
Comments (3)

Steve, Lam Hang

pre 3 godine

Wow thought it was normal cause of Chrome memory hog but glad to see we are not the only ones. Hard to sell this app to other departments during my demo today. If it continues to lag like this my team will escalate their complaints. User experience is important.

Steve, Lam Hang

pre 3 godine

Indeed myself and my team have experienced this issue and it's getting a little frustrating.

Eloise Rea

pre 1 mesec

Hi Zsolt & Steve, I'm just reaching out as we are doing a review of open bug reports in Deskpro since the release of Deskpro Horizon. We have made many improvements recently to the speed of Deskpro in Horizon. If you are still having any issues please do create a ticket using our webform and we will investigate this for you.