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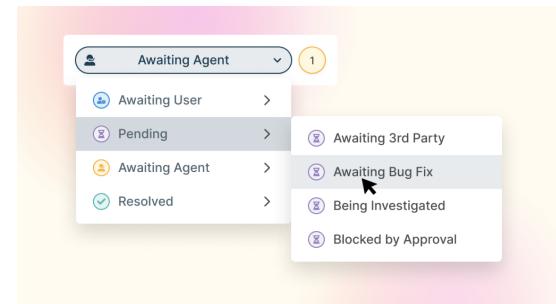
We have improved the UI Status and Urgency on Tickets

2023-04-06 - Lara Proud - Comments (0) - Product (Agent)

We've updated our Ticket UI, moving the Ticket Status and Urgency features to the lefthand side of the Ticket. This update focuses on improving the usability and intuitiveness of the Ticket Status and Urgency features.

\bigcirc	Tickets		Ticket Information john.jefferies@tec Renewing my su × charlie.peterson@ bethany_jones@e ∨ +
Q	Queues	łtł ^	Renewing my subscription ☆ (∞ 6573) + Add
R	MY INBOX	^	(i) $\mathbb{E}^{(5)}$ (c) $\mathbb{S}^{(9)}$ (c) Messages
	Mine	2	🔷 Awaiting Agent 🗸 2 🕻 🕻 New — Status Update
11.	I'm Following	12	Agent Team Followers moved to here.
	My Team	1	Got It
ŝ	INBOX	^	34 min 2 hrs 50 sec
\$	Unassigned	3	Next event Ticket open User waiting Hi team,
	All	5	Charlie Peterson charlie.peterson@example.com
	1.1.e.e.		I wanted to renew my subscription for the coming
	Lists	~	Ref PEOR-3949-DFKE Regards,
	Search	~	Brand Charlie
	Problems (3)	~	Deskpro Company K&H. © Address 897 1562 ME Germany
	My Stars	~	(§) Sales
	Labels	~	Language KVK: 45678956 BTW: NL1115.44.576.P03 Tel: +31 (0) 4 Compay. K&H, · https://example.company.com

Previously, these features were located separately from other Ticket Properties, which caused confusion for some users. After listening to user feedback we have now moved the Ticket Status and Urgency to the Properties Pane, alongside other Ticket update features.



This change makes it more obvious where to go to update the Ticket Status and Urgency, as they are now located in the same place as other important Ticket information. The update is designed to help streamline the customer support process, making it easier and more efficient for both support agents and customers. When you hover over a Status with a sub-status this will open it to the right-hand side of the Status options in the menu.

Awaiting Agent	×) (1)
	1
	2
	3
	4
	5
	6
	0
	8
	9
	0

This change should make Ticket updates easier to navigate and help you to work more

efficiently.