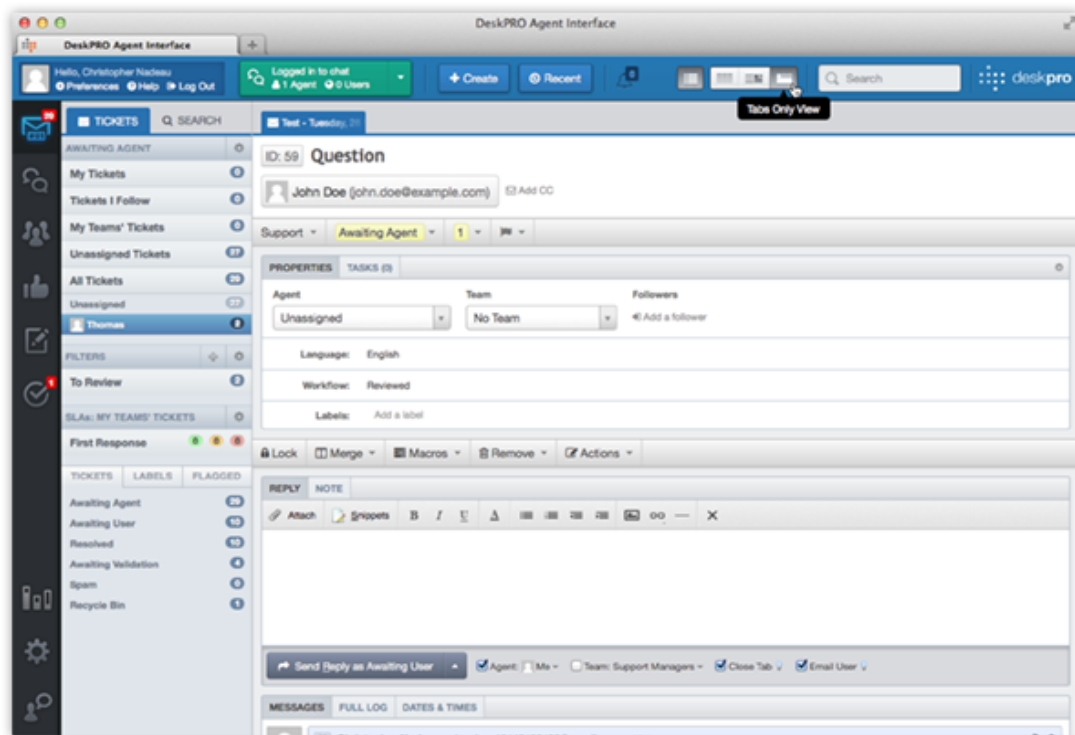


Updated agent interface

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

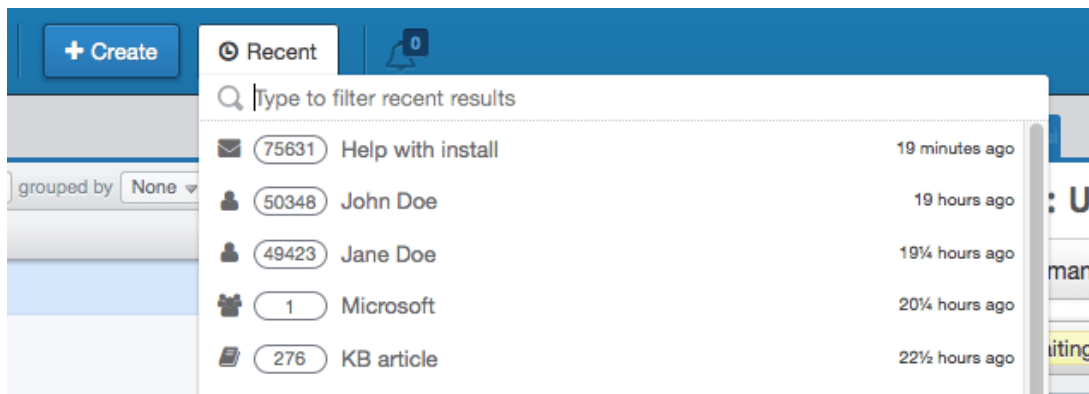
The Agent Interface has been updated with a new header bar and improved navigation.



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.



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

A screenshot of a software interface showing a 'SEARCH' tab. The interface has a dark sidebar on the left with various icons and a red notification badge. The main area is light blue and contains a form with several fields. The 'SEARCH' tab is highlighted in the top navigation bar. The form fields are labeled 'Status', 'Agent', 'Ticket Field', 'Subject', 'Message', 'User', 'Organization', and 'Dates & Times'. Each field has a corresponding icon and a gear icon for settings. A 'Search' button is at the bottom of the form.

SEARCH

Status
Awaiting Agent, Awaiting User

Agent
Me

Ticket Field
[Text Field] [Gear Icon]

Subject
Upgrade [Gear Icon]

Message
[Text Field] [Gear Icon]

User
[Text Field] [Gear Icon]

Organization
[Text Field] [Gear Icon]

Dates & Times
[Text Field] [Gear Icon]

Search