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Improved Ticket Layout

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We have improved the layout of the ticket view in the agent interface. We have removed superfluous sections, and made certain sections cleaner and easier to use.

The screenshot shows a ticket view for 'Example Ticket' with ID 82. The header includes the ticket title and a list of participants: 'Bishop, Gregory (greg@example.com)' with an 'Add CC's...' button, and two other participants: 'jane@example.com' and 'tom@example.com'. Below the header is a status bar showing 'Sales > Sales A', 'Awaiting Agent', a count of '1', and a red flag icon. The main section is titled 'PROPERTIES' and contains fields for 'Agent' (Christopher Nadeau), 'Team' (Support Managers), and 'Followers' (John Doe). It also shows 'Priority: High Priority' and 'Labels: example-label'. At the bottom, there is a toolbar with icons for 'Lock', 'Merge', 'Macros', 'Remove', and 'Actions'. The bottom-most section is labeled 'REPLY' and 'NOTE'.

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