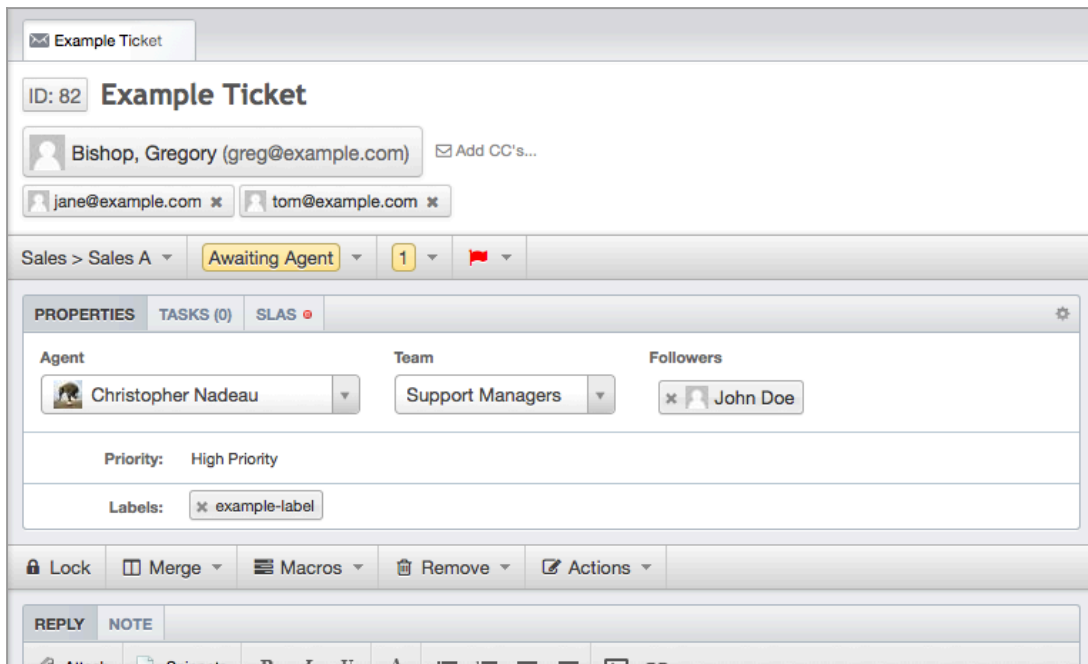


Improved Ticket Layout

2013-03-21 - Christopher Padfield - Comments (0) - Product

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 displays the 'Example Ticket' interface. At the top, the ticket title 'Example Ticket' and ID '82' are shown. Below this, the agent 'Bishop, Gregory (greg@example.com)' is listed, along with a 'Add CC's...' button and two other email addresses: 'jane@example.com' and 'tom@example.com'. The navigation bar shows 'Sales > Sales A', 'Awaiting Agent' status, '1' ticket count, and a red flag icon. The main section is divided into 'PROPERTIES', 'TASKS (0)', and 'SLAS'. Under 'PROPERTIES', there are dropdowns for 'Agent' (Christopher Nadeau), 'Team' (Support Managers), and 'Followers' (John Doe). The 'Priority' is set to 'High Priority' and the 'Labels' section contains 'example-label'. A toolbar at the bottom of the properties section includes 'Lock', 'Merge', 'Macros', 'Remove', and 'Actions'. Below the properties is a 'REPLY' and 'NOTE' section with a rich text editor toolbar.

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