

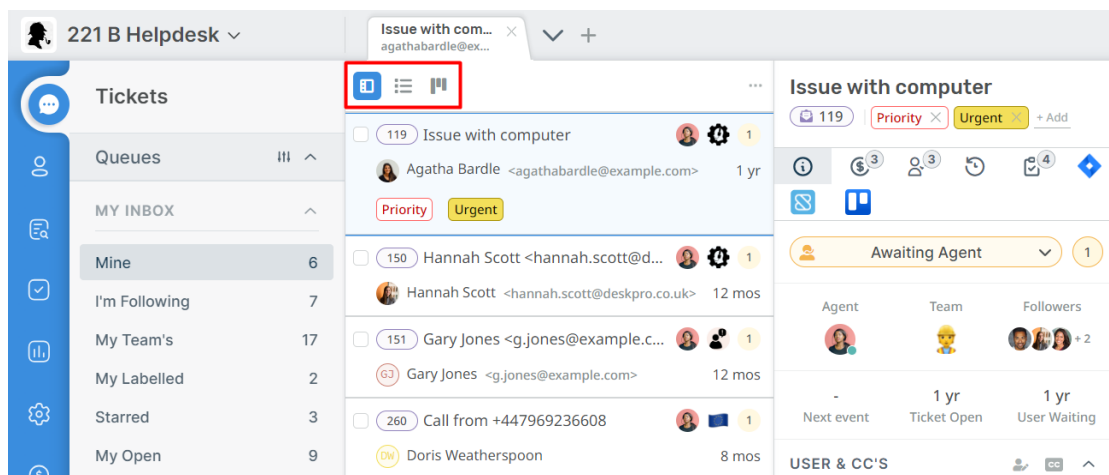


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Why is part of the Agent Interface out of view?

Lara Proud - 2025-09-17 - [Comments \(0\)](#) - [Agent](#)

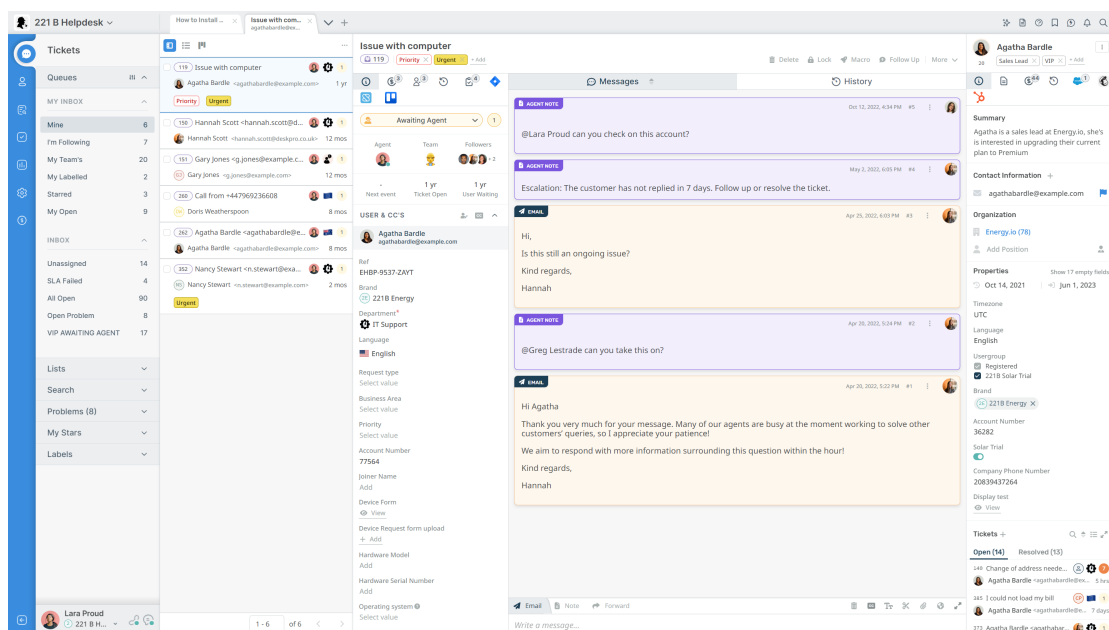
You can change how the Agent Interface appears for your account, this will vary between Agents depending on your viewing preferences. If you find yourself in a view you don't want to use you can easily switch to a different option from the top left of the ticketing interface:



The viewing options available are as follows:

Dual View

Dual View shows the Tickets in a Queue in a separate view column, you can edit the fields that appear on the cards to provide you with a clear overview of the tickets alongside an open ticket and you can easily navigate between tickets from here by choosing different tickets from the list.



You can resize the width of the column of ticket cards, and the width you set will be remembered as your preferred layout.

Table View

Table View presents the tickets in an adjustable table where all the tickets are listed across the width of the interface. Clicking on a ticket in this view will open it in front of the ticket list.

221 B Helpdesk

Tickets

Queues

MY INBOX

Mine

I'm Following

My Team's

My Labelled

Starred

My Open

INBOX

Unassigned

SLA Failed

All Open

Open Problem

VIP AWAITING AGENT

Lists

Search

Problems (8)

My Stars

Labels

Issue with com...
agathabardie@ex...

Sort: ID

Group

View

ID	Subject	Agent	User	Date Last Reply	Ref
119	Issue with computer	Lara Proud	Agatha Bardie <agathabardie@example.com>	1 yr	EHBP-9537-ZAWT
150	Hannah Scott <hannah.scott@deskpro.com>	Lara Proud	Hannah Scott <hannah.scott@deskpro.co.uk>	12 mos	KJDT-8516-ONWZY
151	Gary Jones <g.jones@example.com>	Lara Proud	Gary Jones <g.jones@example.com>	12 mos	FFJC-7619-SDLL
260	Call from +447969236608	Lara Proud	Doris Weatherpoon	8 mos	HFHS-1714-WOCW
262	Agatha Bardie <agathabardie@example.com>	Lara Proud	Agatha Bardie <agathabardie@example.com>	8 mos	YFQY-9643-XOBL
352	Nancy Stewart <n.stewart@example.com>	Lara Proud	Nancy Stewart <n.stewart@example.com>	2 mos	GTOO-3177-FPVH

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You can adjust the width of the different columns in the table depending on your preferences.

Kanban View

Kanban View provides a clear visual project view in the helpdesk. Kanban is an agile work management tool that helps you group tickets in a visual workflow that aids the work process and boosts efficiency.

221 B Helpdesk

Tickets

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Open Problem

VIP AWAITING AGENT

Lists

Search

Problems (8)

My Stars

Labels

Issue with com...
agathabardie@ex...

Sort: Date Created

Group: Agent Team

Small

View

221B Energy Support (3)

Complaints (2)

Customer Support Manag... (2)

IT Support (2)

Sales (8)

Request for new Phone
Hannah Scott
hannah.scott@deskpro.co.uk
130
1 yr

Account transfer
Chynah
c_hayde@hotmail.co.uk
274
7 mos

Client Boiler Replacement
Boris Smith
boris.boiler@gmail.com
266
8 mos

Problem logging in
George Robinson
robinson@test.com
133
1 yr

New WhatsApp from whatsapp
+44793008645
James Godwin
124
1 yr

Missed call from
+447939369380
388
7 days

New customer referral
Jenny Jones
testuser13@test.com
65
1 yr

Issue with computer
Agatha Bardie
agathabardie@example.com
119
1 yr

How do I change my payment method? (Form)
Mordical Smith
mordical391@example.com
11
2 yrs

Change of address needed (Form)
Agatha Bardie
agathabardie@example.com
140
1 yr

Missed call from
+447939369380
389
6 days

New SMS from
+447969236608
Audrey Merivale
audreym84@example.com
160
11 mos

New Twitter mention from hannahrebekah1
Hannah Scott
163
10 mos

Forwarding a Ticket Thread
Lara Proud
lara.proud@deskpro.com
315
4 mos

Missed call follow up
Agatha Bardie
agathabardie@example.com
77
1 yr

Chat follow up
Audrey Merivale
1 yr

Deskpro's Kanban view lets you organize tickets in a dynamic project management tool. You can create clear, structured workflows and move tickets along with simple drag-and-drop functionality and collapse columns if they're not needed in the view.

For more information about the flexibility of Deskpro's agent interface, you can take a look at this article: [Getting to Know your Deskpro Workspace](#)

Or watch our video that outlines the different adjustable parts of the helpdesk.

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