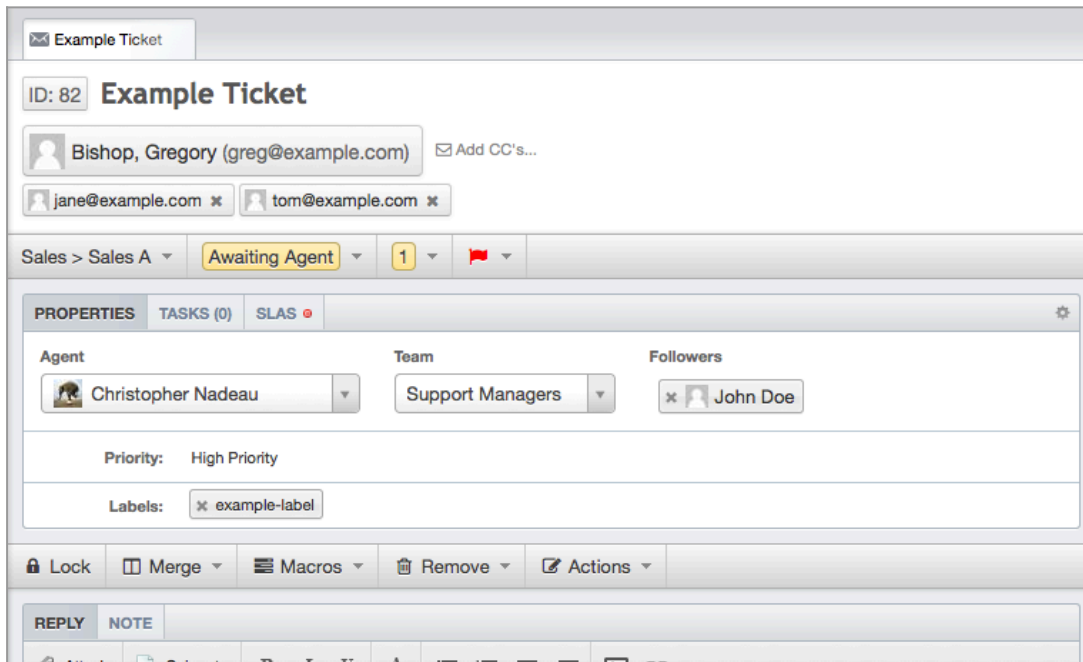


Improved Ticket Layout

2013-03-21 - Chris 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, it shows the ticket ID '82' and the title 'Example Ticket'. Below this, the assigned agent is 'Bishop, Gregory (greg@example.com)', with an option to 'Add CC's...'. Two other email addresses, 'jane@example.com' and 'tom@example.com', are listed as additional contacts. The ticket status is 'Awaiting Agent', with a count of '1' and a red flag icon. The 'PROPERTIES' section includes fields 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'. The bottom of the interface shows 'REPLY' and 'NOTE' tabs, with a rich text editor below them.

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