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## Improved Ticket Layout

2013-03-21 - Security Test - [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 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)' and two other users. The status is 'Awaiting Agent' with a count of 1. 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'. Below the properties is a toolbar with 'Lock', 'Merge', 'Macros', 'Remove', and 'Actions'. The bottom section is titled 'REPLY' and 'NOTE'.

- 标记
- [20130320-layout](#)
- [build-251](#)