

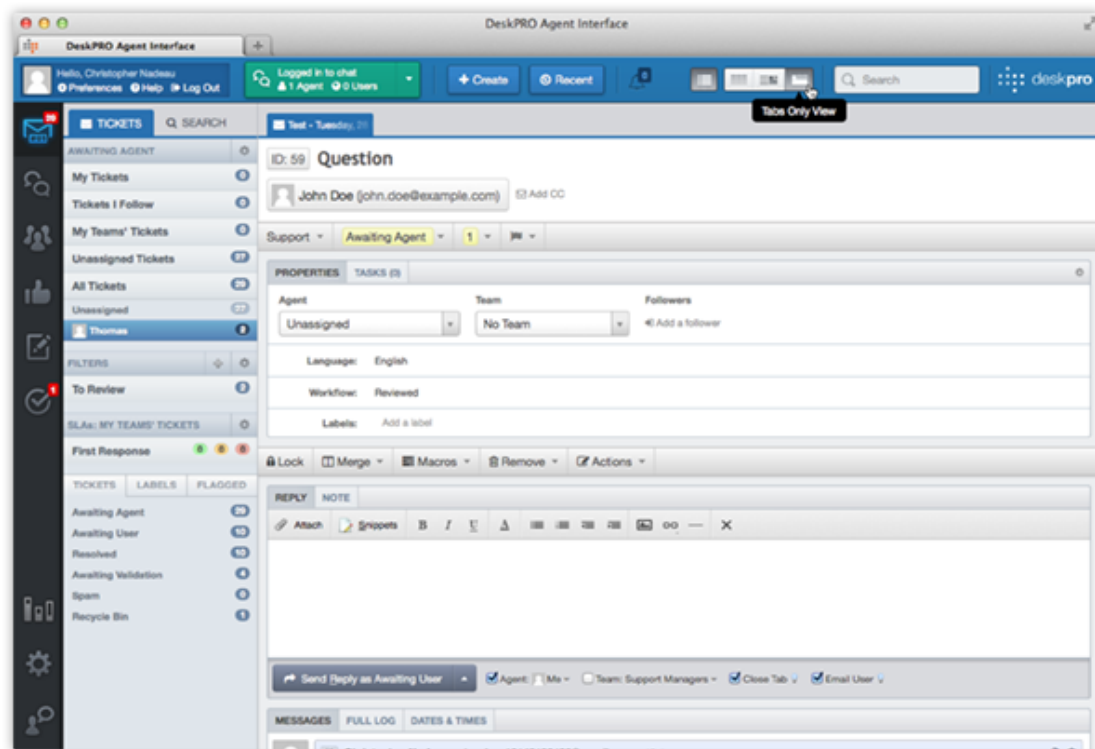


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Updated agent interface

2013-06-11 - Christopher Nadeau - [Comments \(0\)](#) - [Product](#)

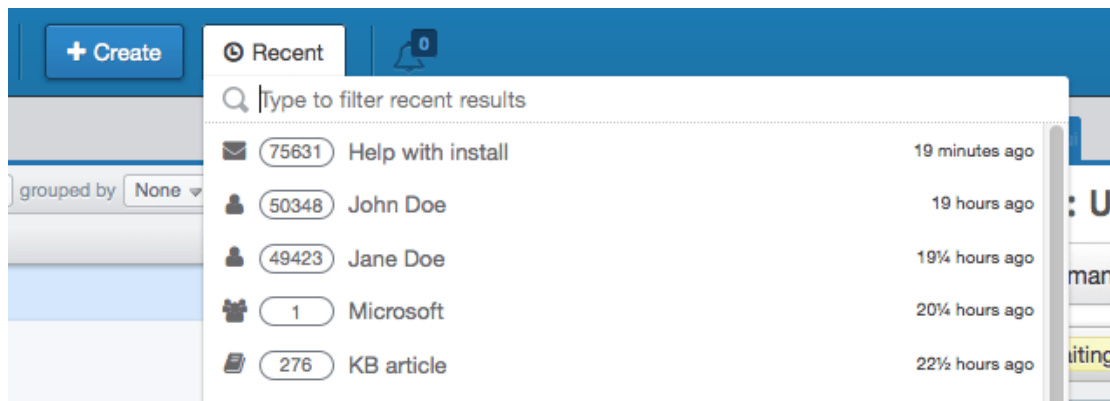
The Agent Interface has been updated with a new header bar and improved navigation.



In the header the new View Mode buttons let you toggle the visibility of the three panes. Users on smaller screens can now work comfortably by hiding panes that they are not using.



The new Recent menu makes it easy to find tabs you have viewed recently and also search through them.



Tickets, CRM, Publish and Feedback now have new "Search" tabs to make it easier to submit specific searches.

The image shows a 'SEARCH' tab interface. At the top, there is a 'TICKETS' tab and a 'SEARCH' tab. Below the tabs, there is a sidebar with icons for Tickets (19), CRM (5), Publish (1), and Feedback. The main content area contains the following search filters:

- Status**: A dropdown menu with the selected value 'Awaiting Agent, Awaiting User'.
- Agent**: A dropdown menu with the selected value 'Me'.
- Ticket Field**: A text input field with a settings gear icon to its right.
- Subject**: A text input field with the value 'Upgrade' and a settings gear icon to its right.
- Message**: A text input field with a settings gear icon to its right.
- User**: A text input field with a settings gear icon to its right.
- Organization**: A text input field with a settings gear icon to its right.
- Dates & Times**: A text input field with a settings gear icon to its right.

At the bottom of the form is a 'Search' button.