

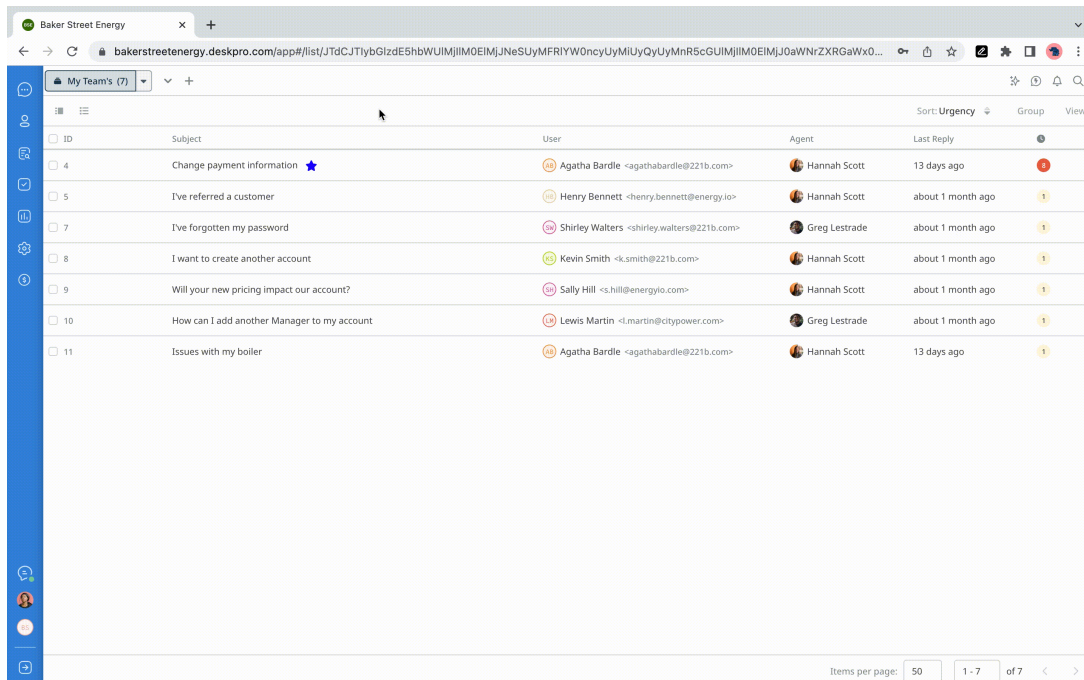
We have optimized ticket loading speed

2022-09-28 - Lara Proud - Comments (0) - Product (Agent)

We have optimized ticket loading speeds to improve your overall experience in the helpdesk, as data in a ticket will render much faster.

We have been working hard to improve how data gets handled to ensure that when information is already visible, for example, data seen in the ticket queue, it will be instantly rendered when you open one of the tickets. This was achieved by pre-caching this information, reducing the need for it to reload the same data again once a ticket gets selected.

To highlight the difference our work has made, this was the previous loading speed:



ID	Subject	User	Agent	Last Reply
4	Change payment information	Agatha Bardle <agathabardle@221b.com>	Hannah Scott	13 days ago
5	I've referred a customer	Henry Bennett <henry.bennett@energy.io>	Hannah Scott	about 1 month ago
7	I've forgotten my password	Shirley Walters <shirley.walters@221b.com>	Greg Lestrade	about 1 month ago
8	I want to create another account	Kevin Smith <k.smith@221b.com>	Hannah Scott	about 1 month ago
9	Will your new pricing impact our account?	Sally Hill <s.hill@energyio.com>	Hannah Scott	about 1 month ago
10	How can I add another Manager to my account	Lewis Martin <l.martin@citypower.com>	Greg Lestrade	about 1 month ago
11	Issues with my boiler	Agatha Bardle <agathabardle@221b.com>	Hannah Scott	13 days ago

Tickets will now render more efficiently, giving you a smoother experience. Here is the improved ticket rendering speed:

ID	Subject	User	Agent	Last Reply	Priority
77	Missed call follow up	Agatha Bardle <agathabardle@example.com>	Unassigned		5
140	Change of address needed (Form) ★	Agatha Bardle <agathabardle@example.com>	Hannah Scott	26 days ago	5
214	Derek Boiler issue	Derek J <joellcustomers@gmail.com>	Joell	21 days ago	5
227	Issue with Wifi	Greg Lestrade <greg.lestrade@test.com>	Hannah Scott	14 days ago	1
41	phone call follow up	Hazel Forester <hforrester@example.com>	Lara Proud	10 months ago	1
221	New Hire - 1234	Hannah Scott <hannah.scott@deskpro.com>	Hannah Scott	19 days ago	1
215	Boiler problem is back!	Derek J <joellcustomers@gmail.com>	Joell	26 days ago	1
196	Problem reading the meter (Email)	Alice Barrel <aliceburvin@gmail.com>	Unassigned	about 1 month ago	1
195	Need help with reading the meter	Alice Barrel <aliceburvin@gmail.com>	Alesia Burvin	27 days ago	1
189	How do I read my meter? (Form)	Spencer Hastings <alesia_client@gmail.com>	Unassigned	26 days ago	1
181	password	Hannah Scott <hannah.scott@deskpro.com>	Hannah Scott	2 months ago	1
163	New Twitter mention from hannahrebekahs1	Hannah Scott	Unassigned	2 months ago	1
160	New SMS from +447969236608	Audrey Merivale <audrey84@example.com>	Unassigned	2 months ago	1
153	Agatha Bardle <agathabardle@example.com>	Agatha Bardle <agathabardle@example.com>	Lara Proud	4 months ago	1
151	Gary Jones <g.jones@example.com>	Gary Jones <g.jones@example.com>	Lara Proud	4 months ago	1
149	Password Reset	Hannah Scott <hannah.scott@deskpro.com>	Lara Proud	4 months ago	1

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