

We have updated the design for ticket views in the helpdesk

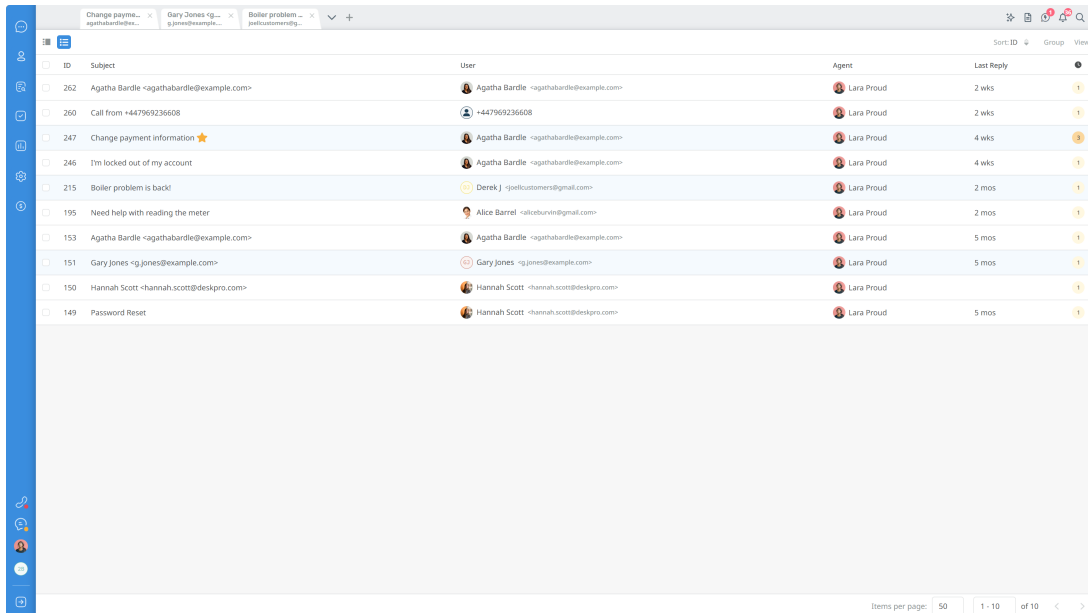
2022-11-01 - Lara Proud - Comments (0) - Product (Agent)

We have updated the behavior and design of ticket lists in the helpdesk.

In Table View we added the ability to preserve per queue, column width of the table and any fields you have applied. We have also added a gray background behind the ticket list to increase the contrast and enhance ticket visibility.

Additionally, we have added an open ticket state, which is signified by a blue colored ticket, as seen below. This change will apply to both **Table View** and **Card View** by adding a blue indicator to tickets you have open in a tab.

In **Table View**, it will look like this:



ID	Subject	User	Agent	Last Reply
262	Agatha Bardle <agathabardle@example.com>	Agatha Bardle <agathabardle@example.com>	Lara Proud	2 wks
260	Call from +447969236608	+447969236608	Lara Proud	2 wks
247	Change payment information ⭐	Agatha Bardle <agathabardle@example.com>	Lara Proud	4 wks
246	I'm locked out of my account	Agatha Bardle <agathabardle@example.com>	Lara Proud	4 wks
215	Boiler problem is back!	Derek J <joelcustomers@gmail.com>	Lara Proud	2 mos
195	Need help with reading the meter	Alice Barrel <alireburin@gmail.com>	Lara Proud	2 mos
153	Agatha Bardle <agathabardle@example.com>	Agatha Bardle <agathabardle@example.com>	Lara Proud	5 mos
151	Gary Jones <g.jones@example.com>	Gary Jones <g.jones@example.com>	Lara Proud	5 mos
150	Hannah Scott <hannah.scott@deskpro.com>	Hannah Scott <hannah.scott@deskpro.com>	Lara Proud	5 mos
149	Password Reset	Hannah Scott <hannah.scott@deskpro.com>	Lara Proud	5 mos

In **Card View**, the indicator state will look like this:

The screenshot displays a customer support interface. On the left, a list of tickets is visible, including:

- 282 Agatha Bardle -agathabardle@example.com - 2 wks
- 280 Call from +447969236608 - 2 wks
- 147 Change payment information -agathabardle@example.com - 4 wks
- 282 Im locked out of my account -agathabardle@example.com - 4 wks
- 215 Boiler problem is back! -jailcustomers@gmail.com - 2 mos
- 185 Need help with reading the meter -alicebarrel-callcenter@gmail.com - 2 mos
- 153 Agatha Bardle -agathabardle@example.com - 5 mos
- 151 Gary Jones -g.jones@example.com - 5 mos
- 150 Hannah Scott -hannah.scott@despro.com - 5 mos
- 140 Password Reset -hannah.scott@despro.com - 5 mos

The main view shows a ticket titled "Change payment information" with a status of "Awaiting Agent". The ticket details include:

- Agent: Agatha Bardle (agathabardle@example.com)
- Brand: 221B Energy
- Department: Customer Support - USA
- Language: English
- Account Number: Add

The ticket history shows the following messages:

- Oct 4, 2022, 12:14 PM #2: Thanks, Agatha
- Oct 4, 2022, 12:16 PM #3: Hi Agatha, Thanks for your message. One of our team will get back to you shortly! Thanks, Lara
- Oct 4, 2022, 12:22 PM #4: @James Moriarty can you send Agatha this guide about updating her billing information: <https://221benergy.despro.com/en-US/guides/setting-up-your-account/add-your-billing-information>
- Oct 4, 2022, 12:23 PM #4: Hi Agatha, I can update your details for you if you let me know what needs to be changed, or you can update them yourself from your User account. This page will explain how you can do that: <https://221benergy.despro.com/en-US/guides/setting-up-your-account/add-your-billing-information> If you need any more help do let me know! James Moriarty

The right sidebar provides additional information about the user:

- Summary: Agatha is a sales lead at Energo, she's interested in upgrading their current plan to Premium
- Contact Information: agathabardle@example.com, +44 07969 236608
- Organization: Energy.ie (41)
- Properties: Oct 14, 2021 - Aug 31, 2022
- Timezone: UTC
- Language: English
- User Group: Registered, Internal Users, Support
- Brand: 221B Energy
- Company Phone? (checked)

At the bottom, there are sections for "Tickets + Open (10) Resolved (14)" and a list of recent tickets, including "Change of address needed" and "Missed call follow up".

These updates will make it easier for you to locate the tickets in a list that you already have open when navigating your ticket queues and other lists of tickets across the interface, as well as boosting overall visibility in the helpdesk