

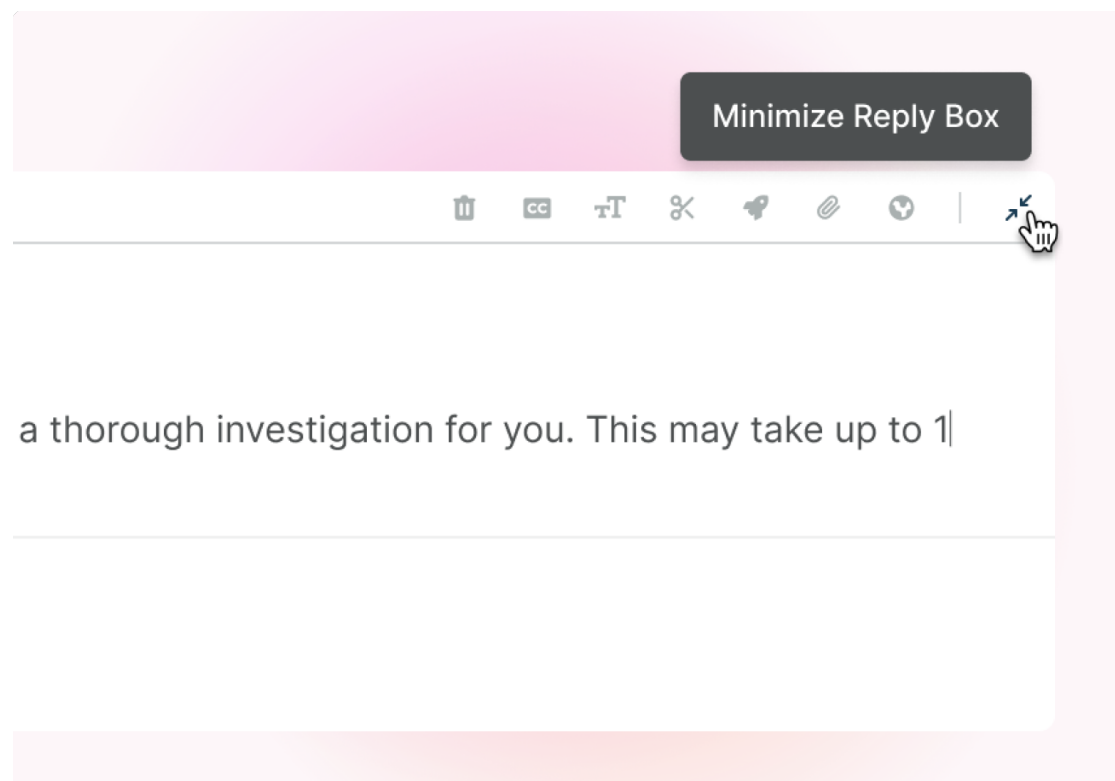


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## You can now minimize and expand the ticket reply box

2023-05-09 - Lara Proud - [Comments \(0\)](#) - [Product \(Agent\)](#)

We have added new functionality that allows you to easily minimize or expand the ticket reply box from the arrows in the top right-hand corner of the toolbar while working on a support ticket. This update enhanced the agent experience of the helpdesk by making it more convenient for you to access relevant information while drafting a response.



Previously, the ticket reply box would expand automatically, taking up a significant portion of the ticket thread, which could make it challenging to review the conversation history and find the necessary context for a reply. Based on feedback, we have addressed this issue by adding an icon that enables you to expand or minimize the reply box as needed.

This new feature improves your team's productivity and efficiency when handling support tickets. By providing greater visibility of the ticket thread, letting you quickly find the information you need to respond to queries and concerns effectively.