

ORDER BY

Department & Urgency

FACETING BY

2 Agents, 2 Departments

SALES

83995 – SSO Information

★

Kenneth James <kenneth@windfa...> Windfarms L...

12 hr 30 min

74562 – Portal disabled landing message

Toby Falkirk <t.falkirk@ramb...>

Failed

63331 – Inventory component

★

Mark Jarvis <mjarvis@econorob.nl>

3 hours

74562 – Allow anyone to email support

Kenneth James <kenneth@windfarms.com>

2 hr 16 min

63331 – AW: Need some help?

Toby Falkirk <t.falkirk@rambling.com>

12 hr 43 min

83995 – SSO working well with Safari and IE b...

Mark Jarvis <mjarvis@econorob.nl>

10.5 hours

74562 – Enjoying your helpdesk?

★

Kenneth James <kenneth@windfarms.com>

43 min

74562 – Product enquiry

Vijay Singh <singh.v@leafywifi.com>

3 days

SUPPORT

63331 – Inventory component

★

Mark Jarvis <mjarvis@econorob.nl>

12 hr 43 min

Department: Support | Language: Italiano | Last reply: 9 weeks ago

74562 – Enjoying your helpdesk?

★

Kenneth James <kenneth@windfarms.com>

4 weeks

Department: Sales | Language: English (US) | Last reply: 5 months ago

63331 – Inventory component

★

Mark Jarvis <mjarvis@econorob.nl>

12 hr 43 min

Custom work | Report back on bug fix | VIP

Department: Support | Language: Italiano | Last reply: 9 weeks ago

RE: Need some help? James Colbert

SSO working well wit... Zack Prudent

Deskpro Organisation

Optical

Zack Prudent zack.prudent@techcom... +5

ID 83995

Actions

OVERVIEW

TASKS

BILLING

LICENSE

★ SSO working well with Safari and IE but issue with Chrome browser

Labels: Custom work x Report back on bug fix x VIP x +

REPLY

ADD NOTE

FORWARD

MACROS

SNIPPETS

KB ARTICLE

MESSAGES & NOTES

FULL LOG

Zack Prudent

zack.prudent@techcompany.com

Today at 11.34am

USER REPLY

Good day Brian,

We've been having another issue with this version of DeskPro. I've been doing some troubleshooting with our SSO partner but no luck so far so I thought it wouldn't hurt to bounce it off of you. The thing is, we configured both Agent and User modules to use SSO and it was working great for a few days. When I came into the office last week Friday I realized that I wasn't able to log into the Admin/Agent portals but I was able to log in to the User portal. Upon further investigation, we realized that we weren't able to log in if the SSO URLs were the same.

We tried clearing browser data in Chrome and trying incognito but no luck. Have you ever seen anything like this before?

Let me know if anything pops up in your head.

Thanks,
Zack

...

Harry Krimbo

03/11/2016 at 09.58am

AGENT NOTE

I've asked one of the tech guys to take a look but don't want to reply until we know the timeframe for a resolution.

Harry Krimbo

03/11/2016 at 09.58am

AGENT REPLY

Hi Zack,

STATUS & TIMES

Awaiting Agent

10

Created

2 weeks ago

Current user wait

12 hr 43 min

SLAS (5)

3 hours

Time until resolution

10.5 hours

Time awaiting reply

AGENTS & TEAM

AGENT

Assign to me | Unassign

Chris Pattison

TEAM

Unassign

2nd Level Support

FOLLOWERS (7)

Add | Add me

Wendy Pride x Zack Cooper x ...

TICKET PROPERTIES

DEPARTMENT

Support

PRODUCT

DeskPRO Cloud

LANGUAGE

English (UK)

PROBLEM

Elasticsearch

Tab View

The tab view is used to displayed de-tailed information about items such as tickets, articles, users etc. This document focuses on the ticket version of tab view but there are a few examples of the same models being used for users and articles as well.

The top area of this view is occupied by tabs, and the right is reserved for app bars - with a primary one being used for deskpro defaults such as statuses or tickt properties.

There is a heading section that will typically show a breadcrumb of the different related content types to the item on display. After this is the main area that is broken up into tabbed sections with additional elements designed to handle things like writing/messaging and lists of messages.

Sections

There are 5 main areas to tabs views. Firstly is the tab row itself where agents can open, close and manage tabs that they are using. There is also an ‘app’ column on the right hand side that has a primary tab for deskpro info and optional extra tabs for other apps. Each tab also has a header section which will most often contain breadcrumbs with associated items and a dropdown with a range of actions. After that is an overview tabbed section for headings and top level info, but also this space is usable for custom aps in their own tab. Beneath that is space for further content, in the case of tickets this is reply options and messages but for a knowledge base article that might simple be the editor for the article with save control/options.

3

1

Search ...

Tickets

ORDER BY
Department & Urgency

FACETING BY
2 Agents, 2 Departments

AWAITING AGENT

My tickets1

Tickets I follow0

Unassigned tickets0

All tickets90

FILTERS

SAVED SEARCHES

PROBLEMS & INCIDENTS (2)

LABELS

MY STARS (3)

SALES

83995 – SSO Information

Kenneth James <kenneth@windfa...> Windfarms L...

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63331 – Inventory component

RE: Need some help? James Colbert

SSO working well wit... Zack Prudent

Deskpro Organisation

Optical

Zack Prudent
zack.prudent@techcom...

+5

ID 83995

Actions

OVERVIEW

TASKS

BILLING

LICENSE

SSO working well with Safari and IE but issue with Chrome browser

Labels: Custom work x Report back on bug fix x VIP x +

REPLY | ADD NOTE | FORWARD | MACROS

SNIPPETS

KB ARTICLE

MESSAGES & NOTES

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Thanks,
Zack

...

Harry Krimbo

03/11/2016 at 09.58am

STATUS & TIMES

Awaiting Agent

10

Created2 weeks ago

Current user wait12 hr 43 min

SLAS (5)

3 hours

Time until resolution

10.5 hours

Time awaiting reply

AGENTS & TEAM

AGENT

Chris Pattison

TEAM

2nd Level Support

FOLLOWERS (7)

Wendy Pride

Zack Cooper

TICKET PROPERTIES

DEPARTMENT

Support

PRODUCT

DeskPRO Cloud

LANGUAGE

English (UK)

PROBLEM

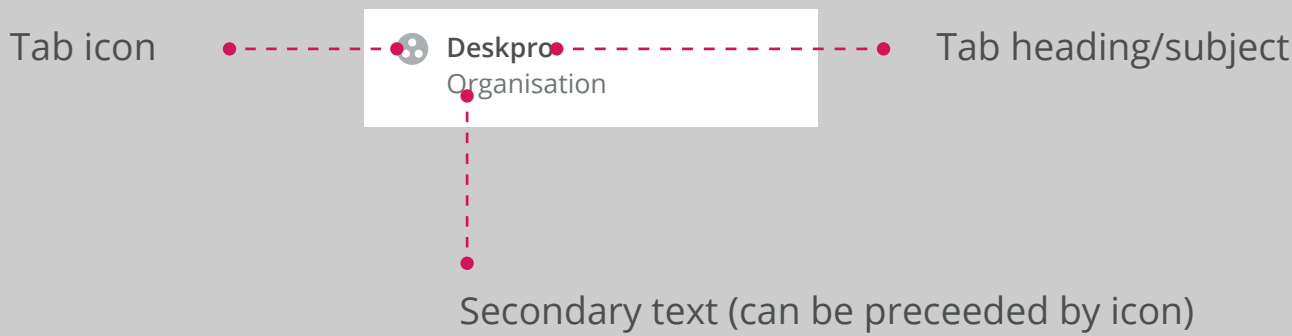
Elasticsearch

Tab layout, states and menus

The tabs themselves have fairly similar functionality to the existing tabs but with a new way of handling when we have more tabs than there is space for and update styles.

Tabs consist of an icon or image (in the case of organisation logos for example) and the heading text, most likely the title/subject of the item e.g. a ticket subject or the name of an organisation. Then there is a second line of small text that can be used for additional information - these are not all determined but, for example, with tickets it might display the ticket owner information.

When there are too many tabs they are grouped in a drop down that appears at the beginning of the list. This is because new tabs open to the right of existing opened tabs and as such the tabs that disappear into the drawer first are those on the far left. Any tab opened from within the drawer of tabs that are out of view would open on the far right (just as a new tab does) and this would make the left-most tab join those in the list.

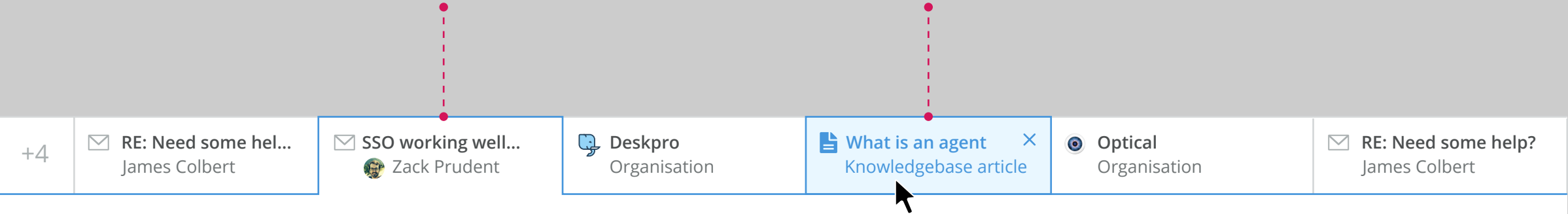


Using maximum and minimum widths and knowledge of the displayed width of the tab area can determine at which point tabs need to be collapsed into the list



Whichever tab is being viewed has a blue border running along the bottom and around the top of the tab (in some instance e.g. locked or deleted tickets this colour may vary).

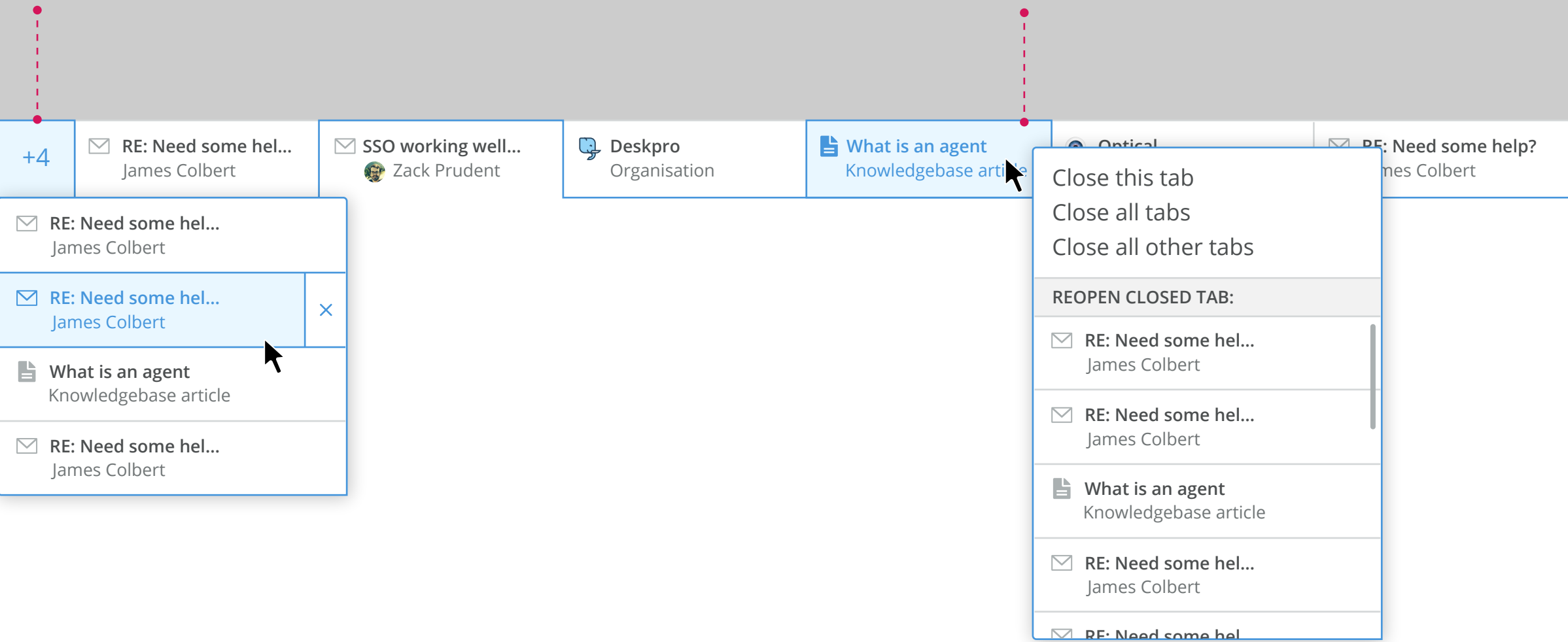
Hover state turns the icon blue (\$deskpro-sonic-primary along with the text and a blue cross appears in the corner. The background becomes \$deskpro-morning-sky.



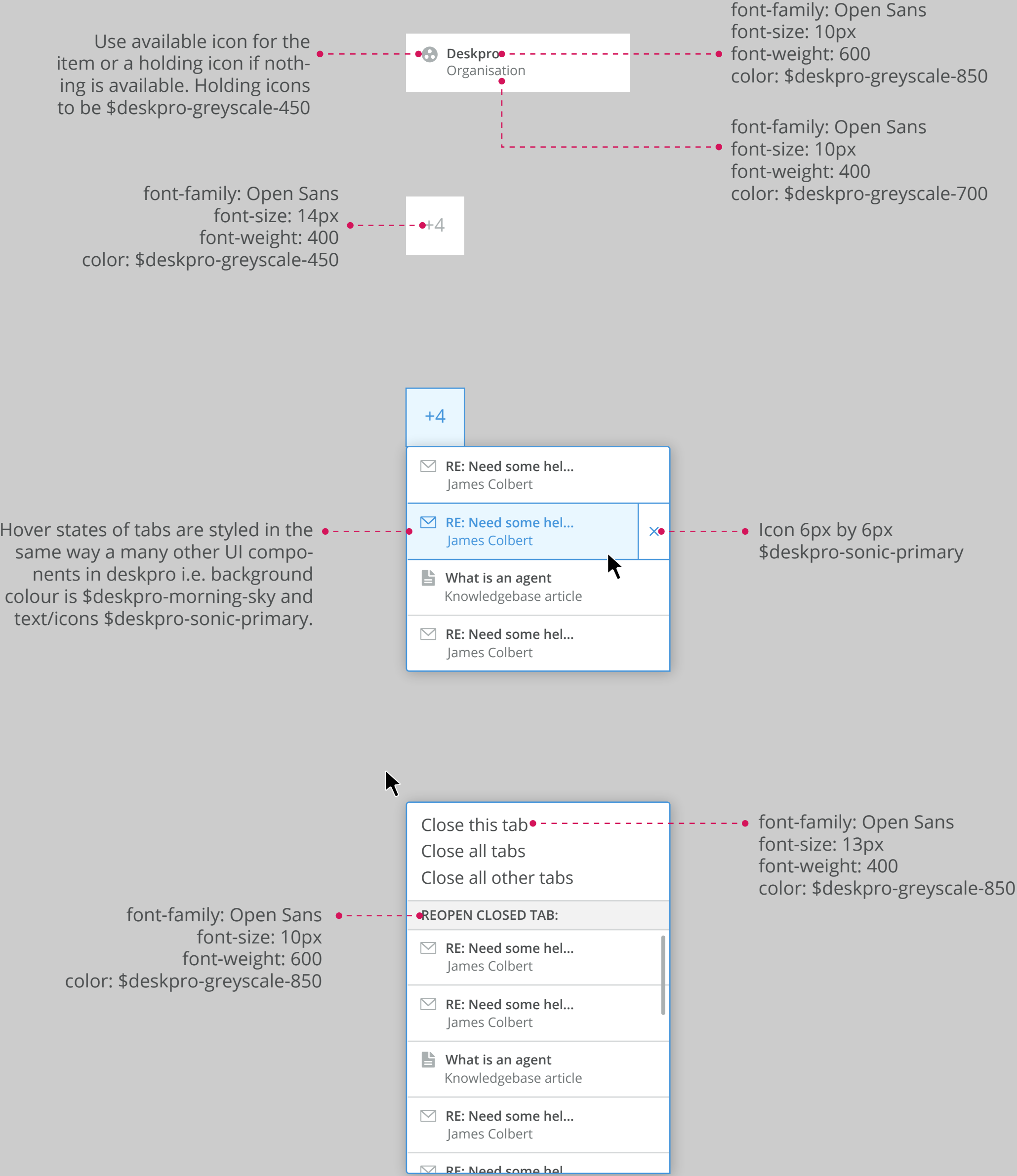
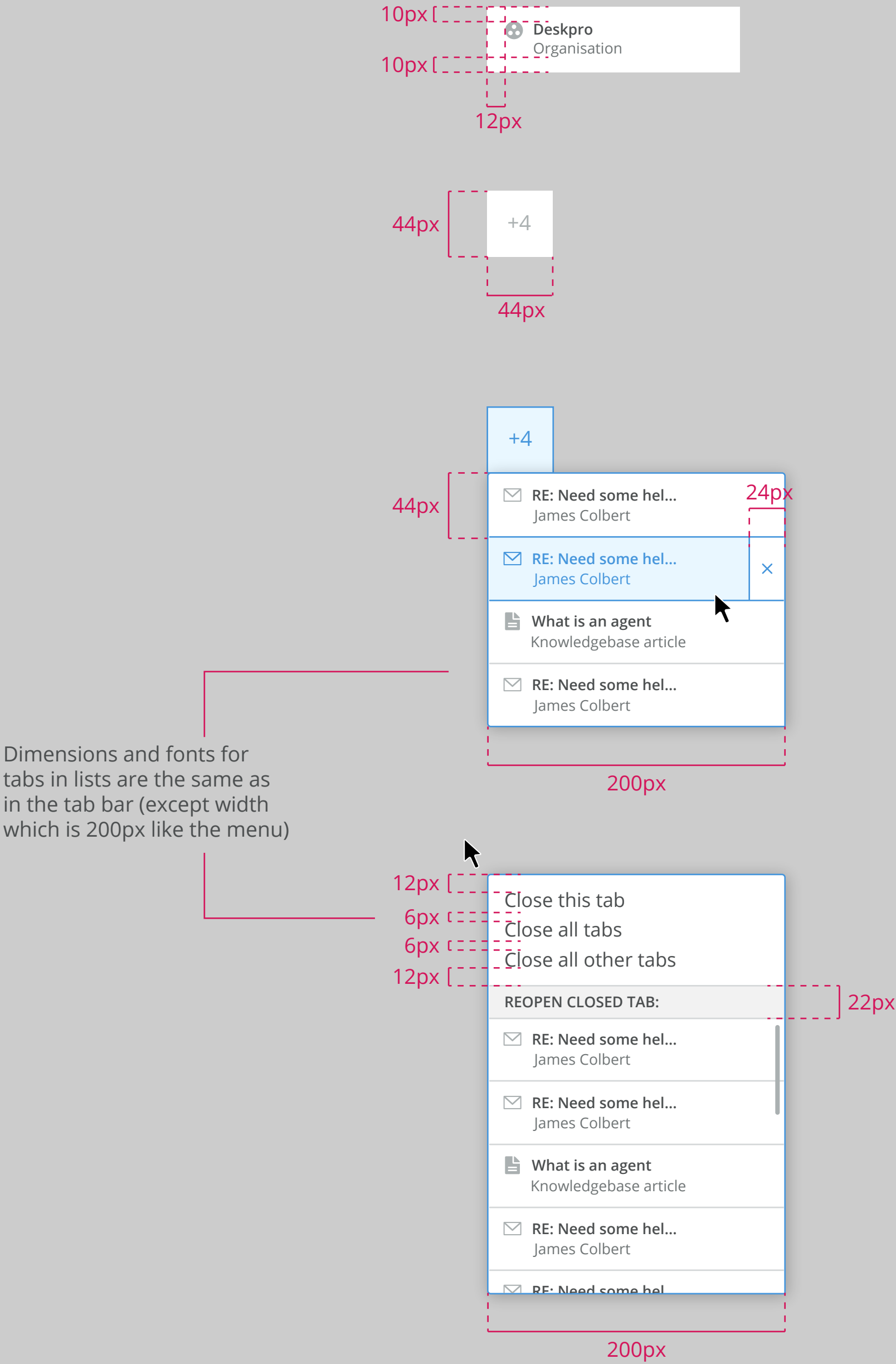
Tabs that can't fit in view are grouped inside a dropdown list to the left of the tabs which shows a count of how many tabs there are in there.

When an item is hover an agent could either click to the left on the main section and open the tab or click on the 'x' on the left to close that tab.

Right clicking, as in the current Deskpro tabs, provides users with a right-click menu with options to close or reopen tabs. Only the 20 most recent tabs are available to re-open in the scrollable closed tabs list



Tab/menu dimensions and fonts



Breadcrumb heading

At the top of the content area of each tab there is a breadcrumb of headings with the page defaults to be on the last item which should be the ID. This document looks specifically at the example of ticket view though there is another example at the bottom of this page.

Ticket breadcrumb heading

Search ...

3

1

Tickets

AWAITING AGENT

My tickets1

Tickets I follow0

Unassigned tickets0

All tickets = 90

FILTERS

SAVED SEARCHES

PROBLEMS & INCIDENTS (2)

LABELS

MY STARS (3)

ORDER BY
Department & Urgency

FACETING BY
2 Agents, 2 Departments

83995 – SSO Information ★

Kenneth James <kenneth@windfa...> Windfarms L...

12 hr 30 min

74562 – Portal disabled landing message

Toby Falkirk <t.falkirk@ramb...>

Failed

63331 – Inventory component ★

Mark Jarvis <mjarvis@econorob.nl>

3 hours

74562 – Allow anyone to email support

Kenneth James <kenneth@windfarms.com>

2 hr 16 min

63331 – AW: Need some help?

Toby Falkirk <t.falkirk@rambling.com>

12 hr 43 min

RE: Need some help? James Colbert

SSO working well wit... Zack Prudent

Deskpro Organisation

Optical

Zack Prudent zack.prudent@techcom... +5

ID 83995

Actions

OVERVIEW

TASKS

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LICENSE

★ SSO working well with Safari and IE but issue with Chrome browser

Labels: Custom work × Report back on bug fix × VIP × +

REPLY | ADD NOTE | FORWARD | MACROS ▾

✂ SNIPPETS KB ARTICLE

STATUS & TIMES

Awaiting Agent 10

Created 2 weeks ago

Current user wait 12 hr 43 min

SLAS (5)

3 hours Time until resolution

10.5 hours Time awaiting reply


AGENTS & TEAM

AGENT Assign to me | Unassign

Chris Pattison

TEAM Unassign

Article breadcrumb heading

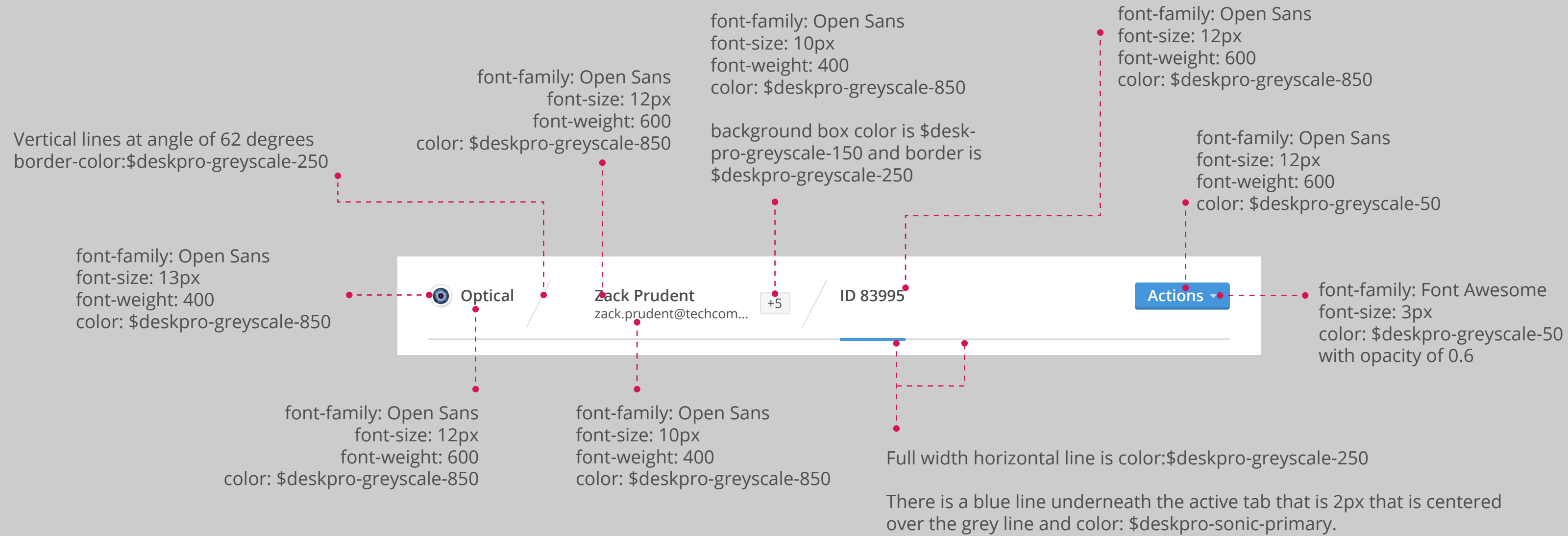
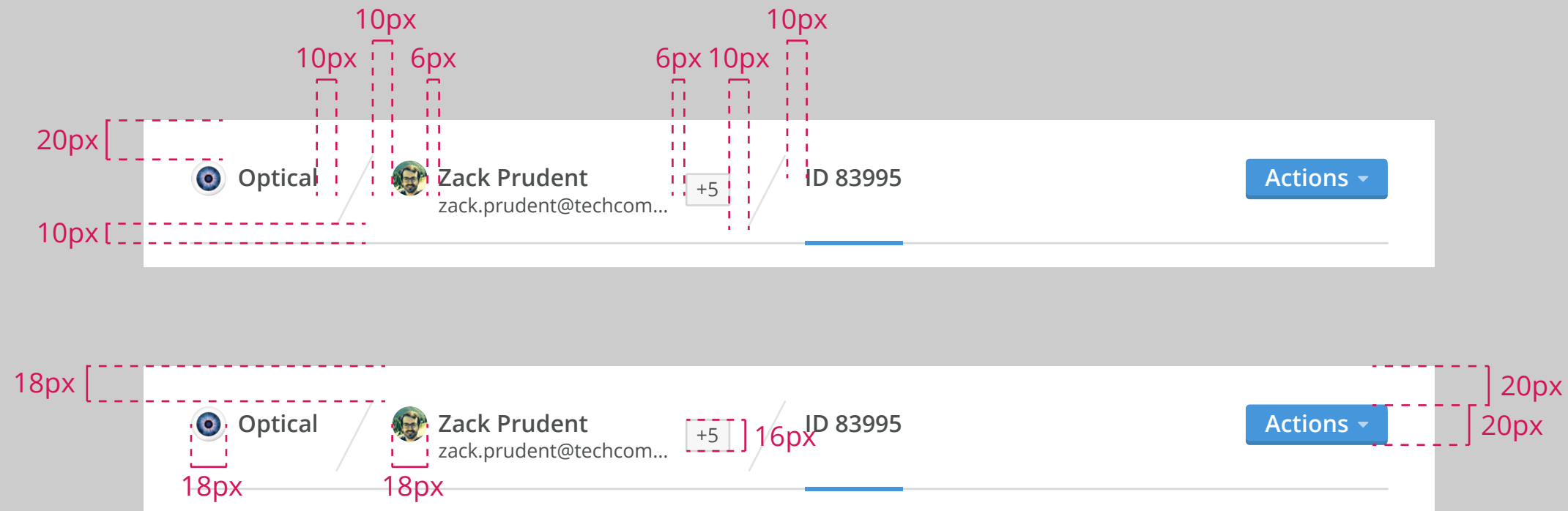

DeskPRO

[Getting started](#)
+1

[ID 83995](#)

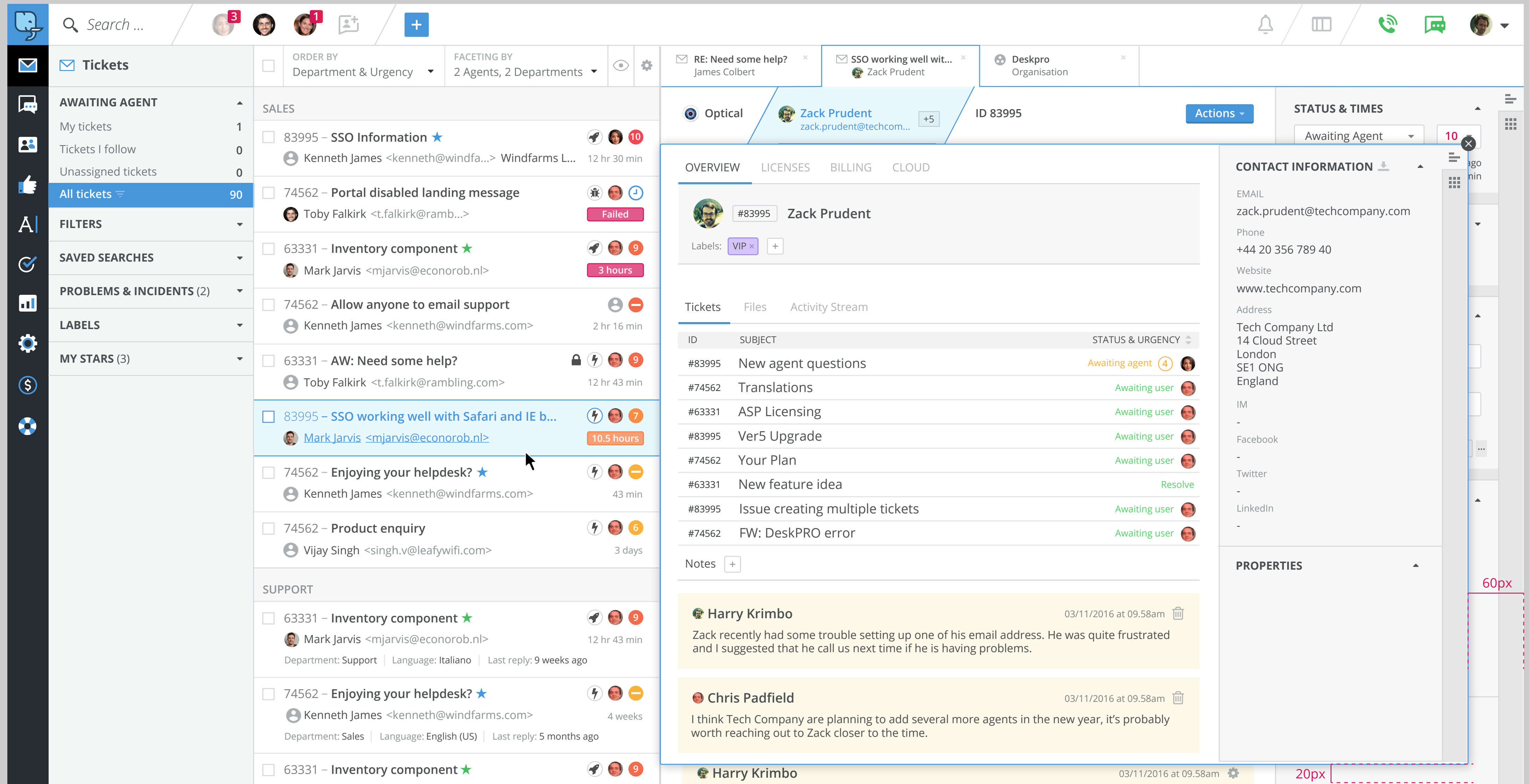
[Actions](#)

Breadcrumb dimensions and fonts



Breadcrumb dropdowns


When the organisation or user are clicked this reveals an overlay window that contains the items page view. In this document the example shows when the user/owner is clicked. When clicked the tabs get a background color of \$deskpro-morning-sky and text colours of \$deskpro-sonic-primary. The 62 degree vertical lines extend to the full head of the header and turn blue also. The window itself shows the user page that would normally appear in a tab but without it's header and in a more compact form (60px margin to the right and 20px to the bottom). There is a \$deskpro-sonic-primary border to the container with 2px border radius and it can be closed by either a.) clicking anywhere outside the container or b.) clicking on the x in the top right.



CC menu and ID/REF

CC's

Optical



Zack Prudent


zack.prudent@techcom...

+5

ID 83995


Actions

CC's




Wendy Pride

w.pride@techcompany.com




Bob Cooper

bob.cooper@techcompany.com




Julien Ducro

j.ducro@techcompany.com



Wendy Lightbody

wendy.l@techcompany.com




Bobby Steiner

bobby.steiner@techcompany...

+ ADD


CC's on a ticket can be managed from the dropdown next to the user name. If you click a user in the list it will open them in a new tab.

CC's




Wendy Pride

w.pride@techcompany.com




Bob Cooper

bob.cooper@techcompany.com




Julien Ducro

j.ducro@techcompany.com



Wendy Lightbody

wendy.l@techcompany.com




Bobby Steiner

bobby.steiner@techcompany...

+ ADD


- Make primary
- Merge with primary
- Delete

Add new person




Wendy Pride

<w.pride@tech...




Bob Cooper

<bob.cooper@t...




Julien Ducro

<j.ducro@techc...




Wendy Lightbody

<wendy.l...




Bobby Steiner

<bobby.stein...




Wendy Pride

<w.pride@tech...



Bob Cooper

<bob.cooper@t...




Julien Ducro

<j.ducro@techc...

Email address

Name

Language



English (UK)

+ ADD


You can alternatively mouse over the icon to the right of the details and there are options to make a user the primary user, merge with the primary or delete.

When clicking 'ADD' there is a searchable list of users and alternatively the option to add a new which replaces the list with a basic form (this is the same form we'll see later on when creating a new ticket).

ID or REF

When clicking the ID it replaces with the REF, this preference is then saved for all cases where they are interchangeable.

Optical



Zack Prudent

zack.prudent@techcom...


+5

ID 83995

Actions

ID Shown

Optical



Zack Prudent

zack.prudent@techcom...

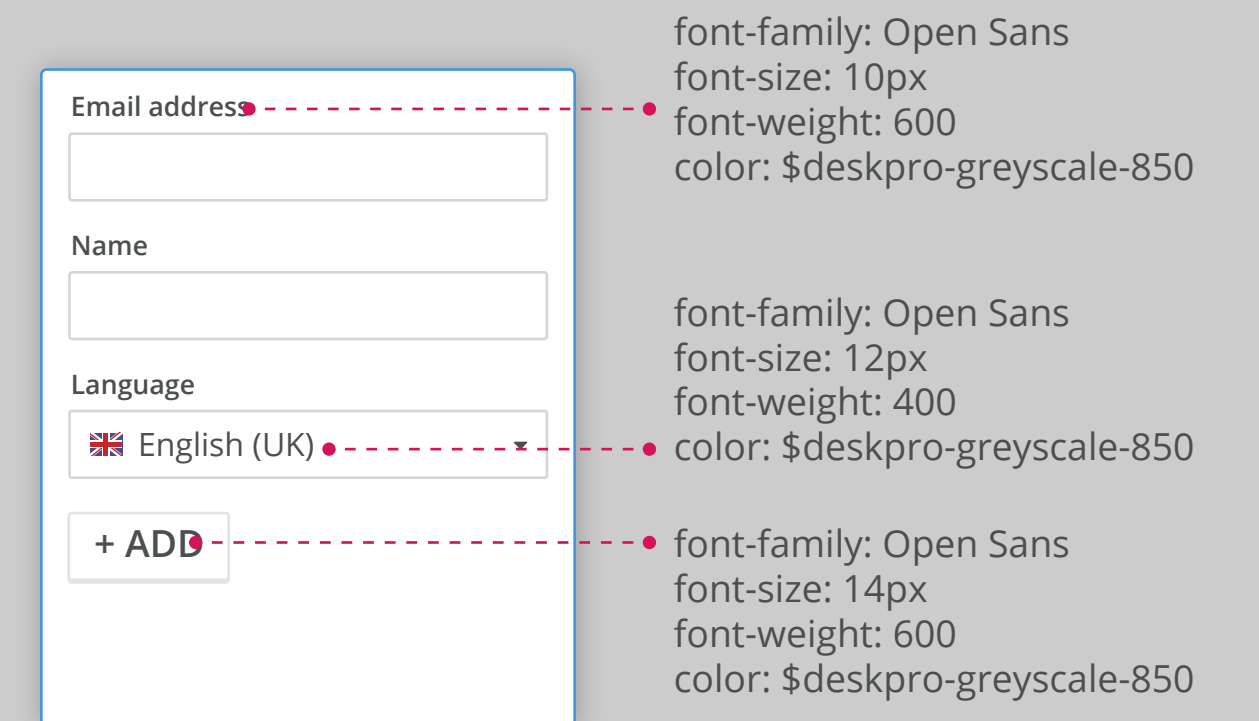
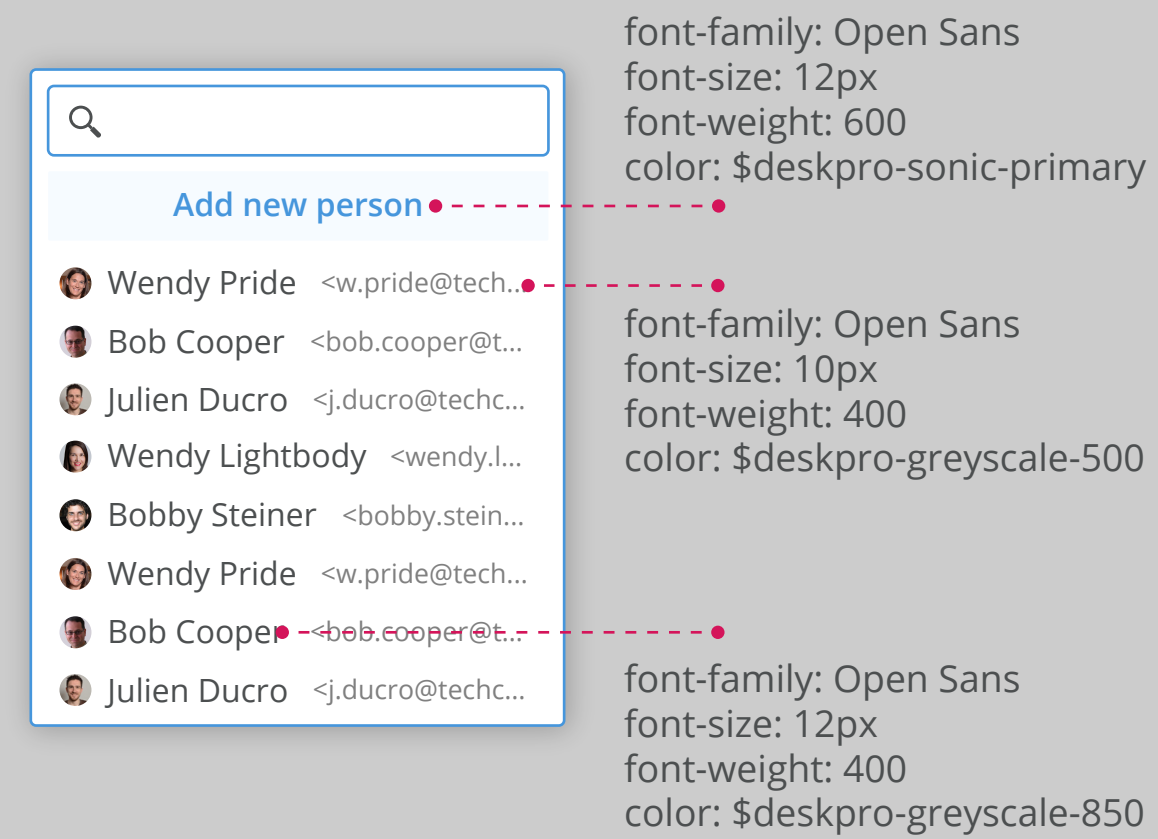
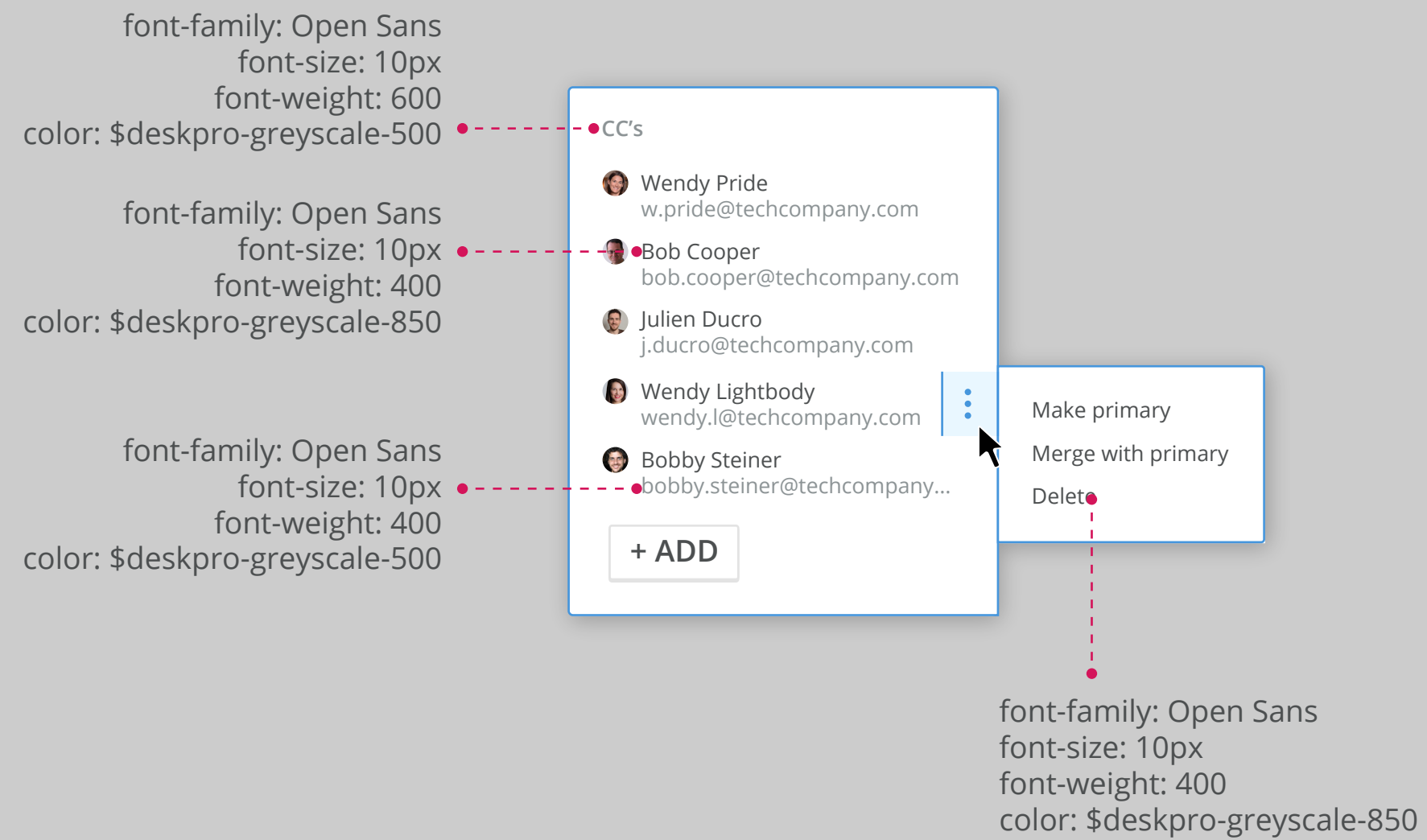
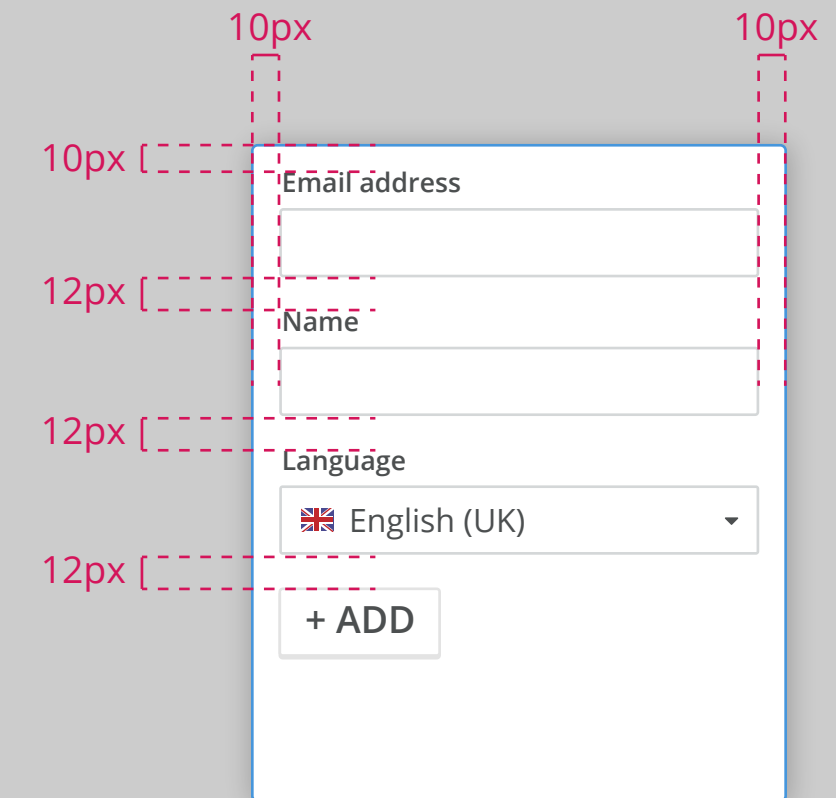
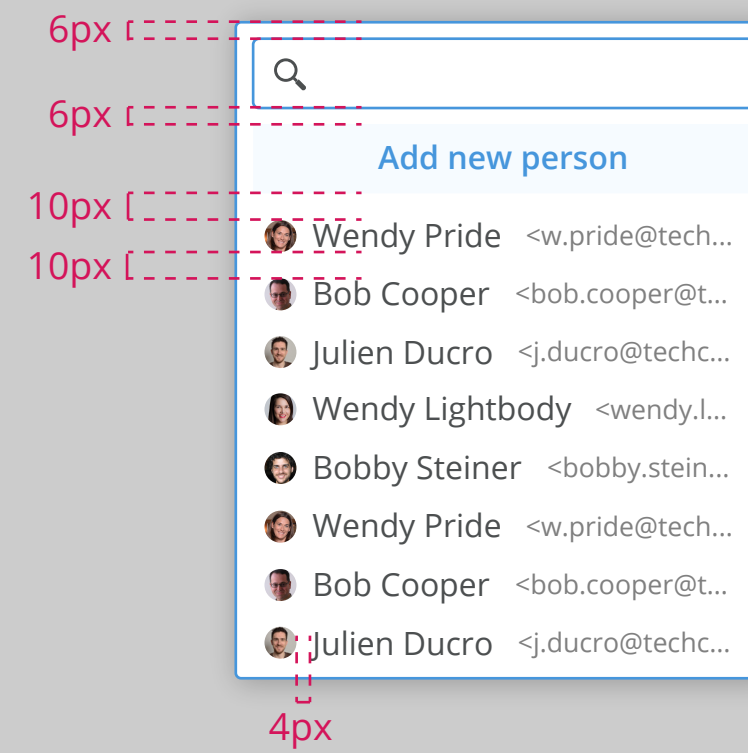
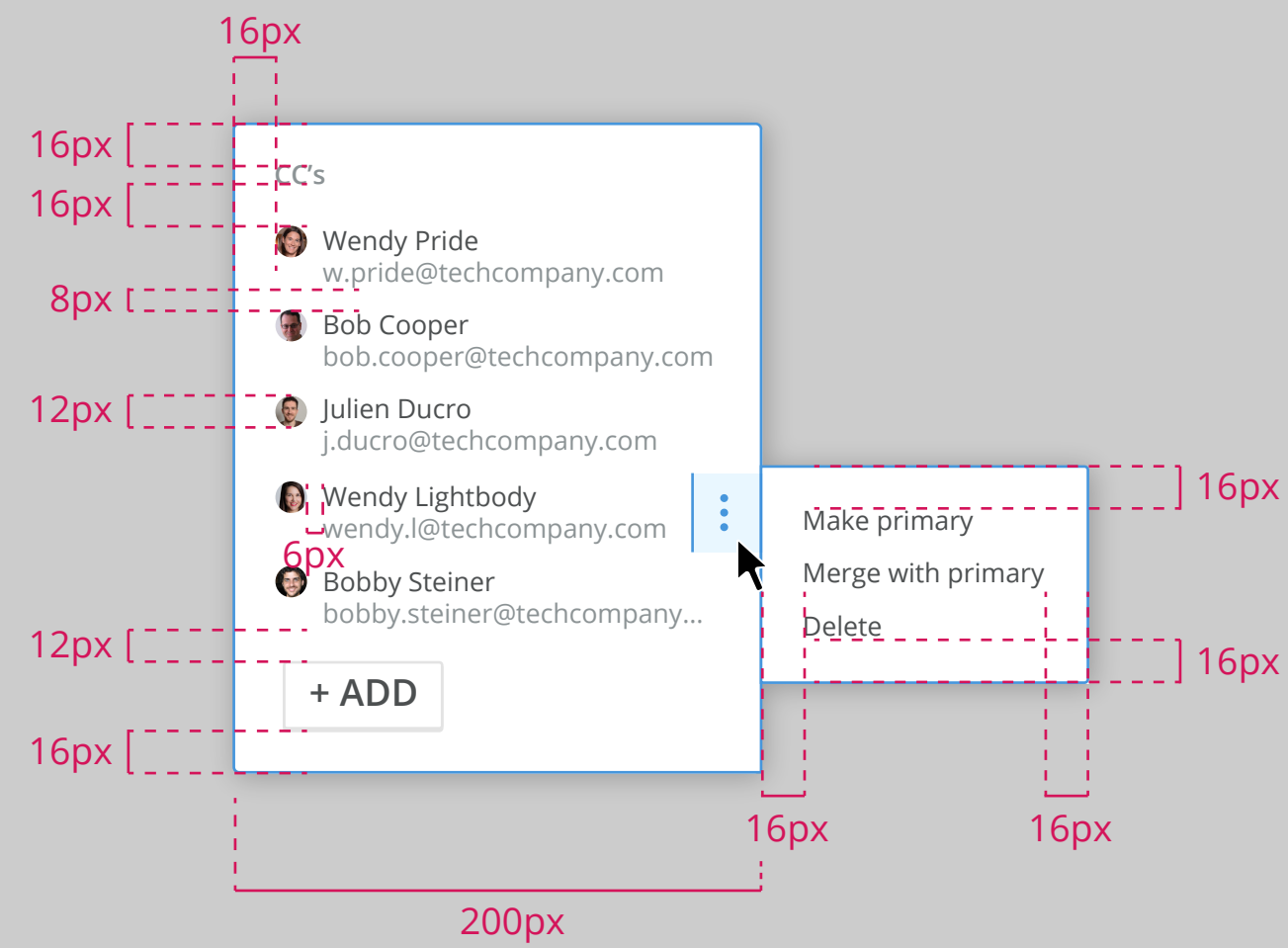
+5

REF: WIUI-4401-NGRO

Actions

REF Shown

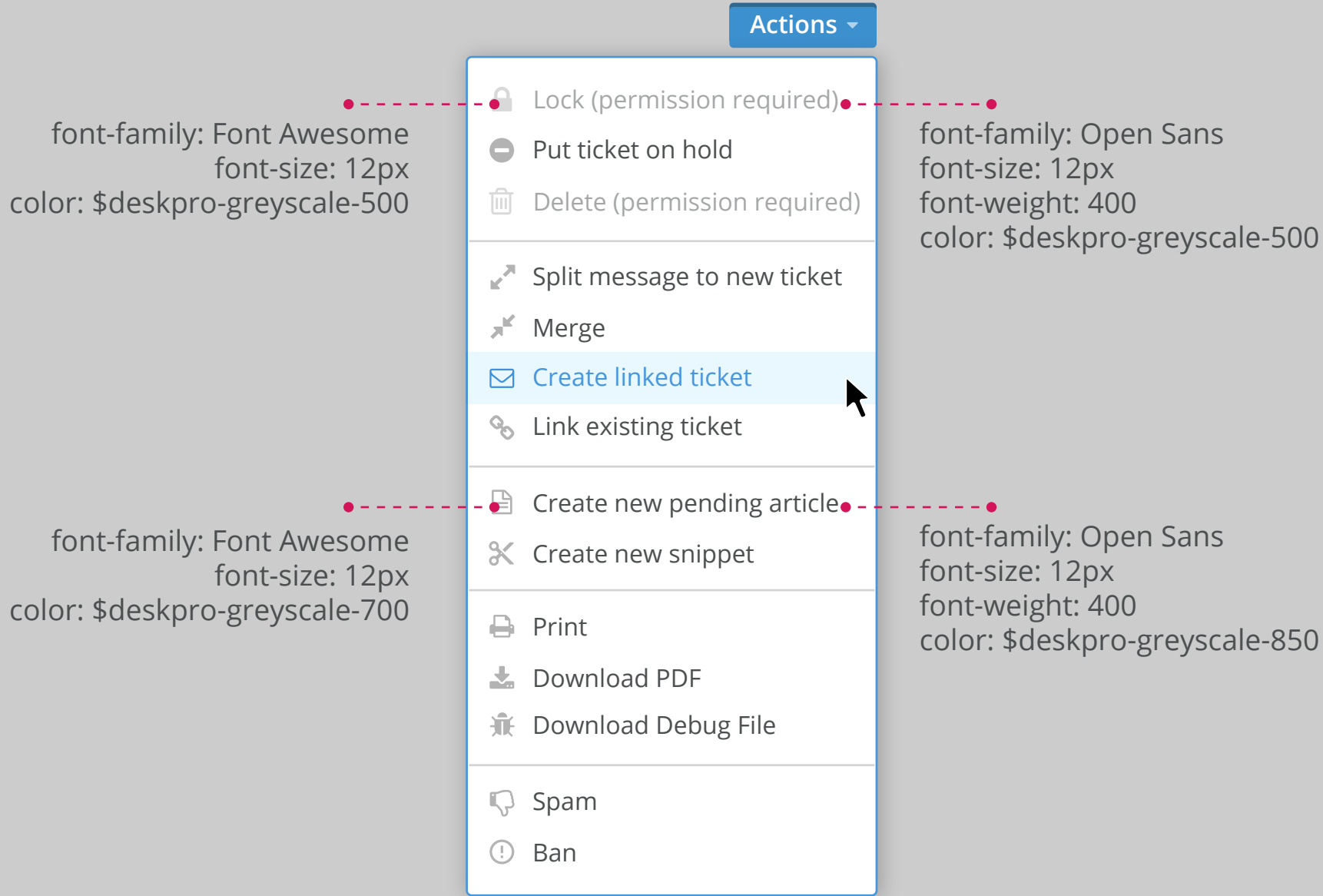
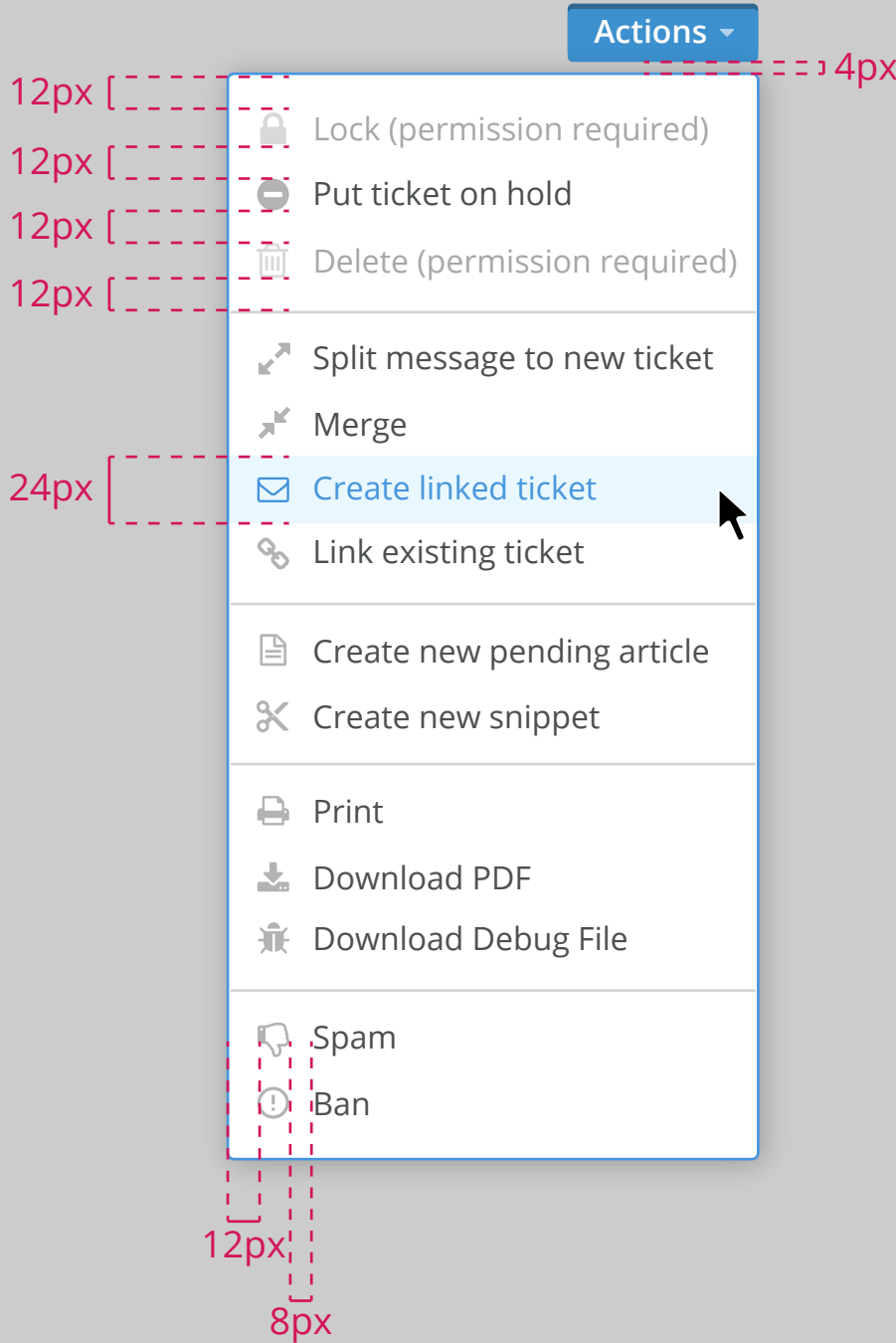
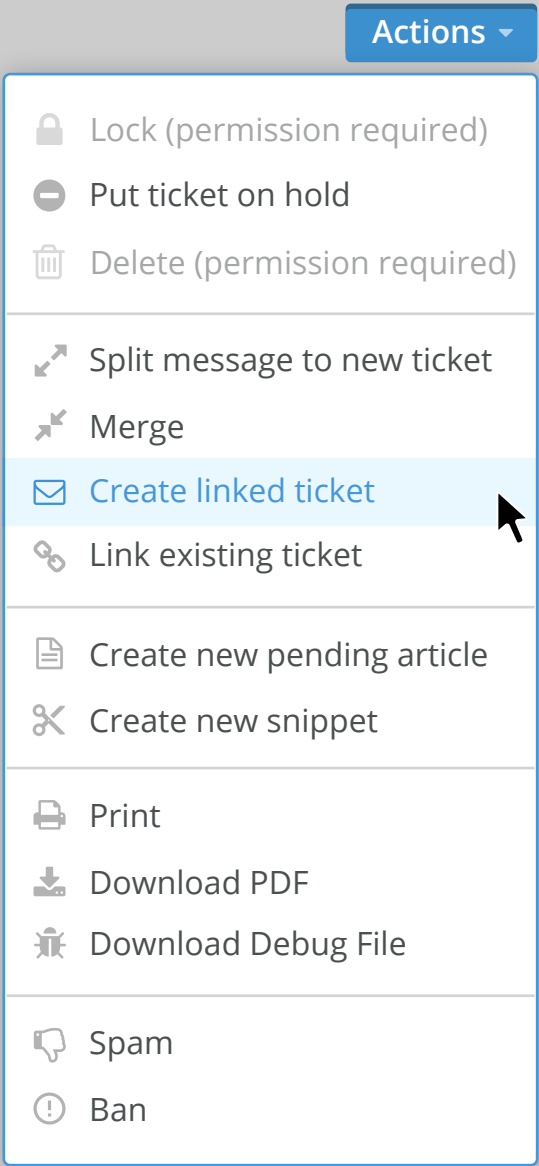
CC menu and ID/REF dimensions and fonts



Actions menu

The actions menu contains a list of actions that are not displayed in the normal view. These are determined on for each tab type but in this case the example is for tickets.

If lists are long them breaking them into sub categories will help users to navigate to items more quickly. In some instances some rows might be inactive (illustrated in the example) depending on things like permissions etc.



LOG BY
nts, 2 Departments

RE: Need some help?
James Colbert

SSO working well wit...
Zack Prudent

Deskpro
Organisation

Optical

Zack Prudent
zack.prudent@techcom...
+5

ID 83995

Actions

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☆ SSO working well with Safari and IE but issue with Chrome browser

Labels: Custom work Report back on bug fix VIP +

REPLY

ADD NOTE

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MACROS

✂ SNIPPETS

📄 KB ARTICLE

⌂

B

I

MESSAGES & NOTES

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10

Created
Current user wait

2 weeks ago
12 hr 43 min

SLAS (5)

3 hours
Time until resolution

10.5 hours
Time awaiting reply

AGENTS & TEAM

AGENT
Assign to me | Unassign

Chris Pattison

TEAM
Unassign

2nd Level Support

FOLLOWERS (7)
Add me

Wendy Pride Zack Cooper

TICKET PROPERTIES

DEPARTMENT
Support

PRODUCT
DeskPRO Cloud

LANGUAGE
English (UK)

PROBLEM
Elasticsearch

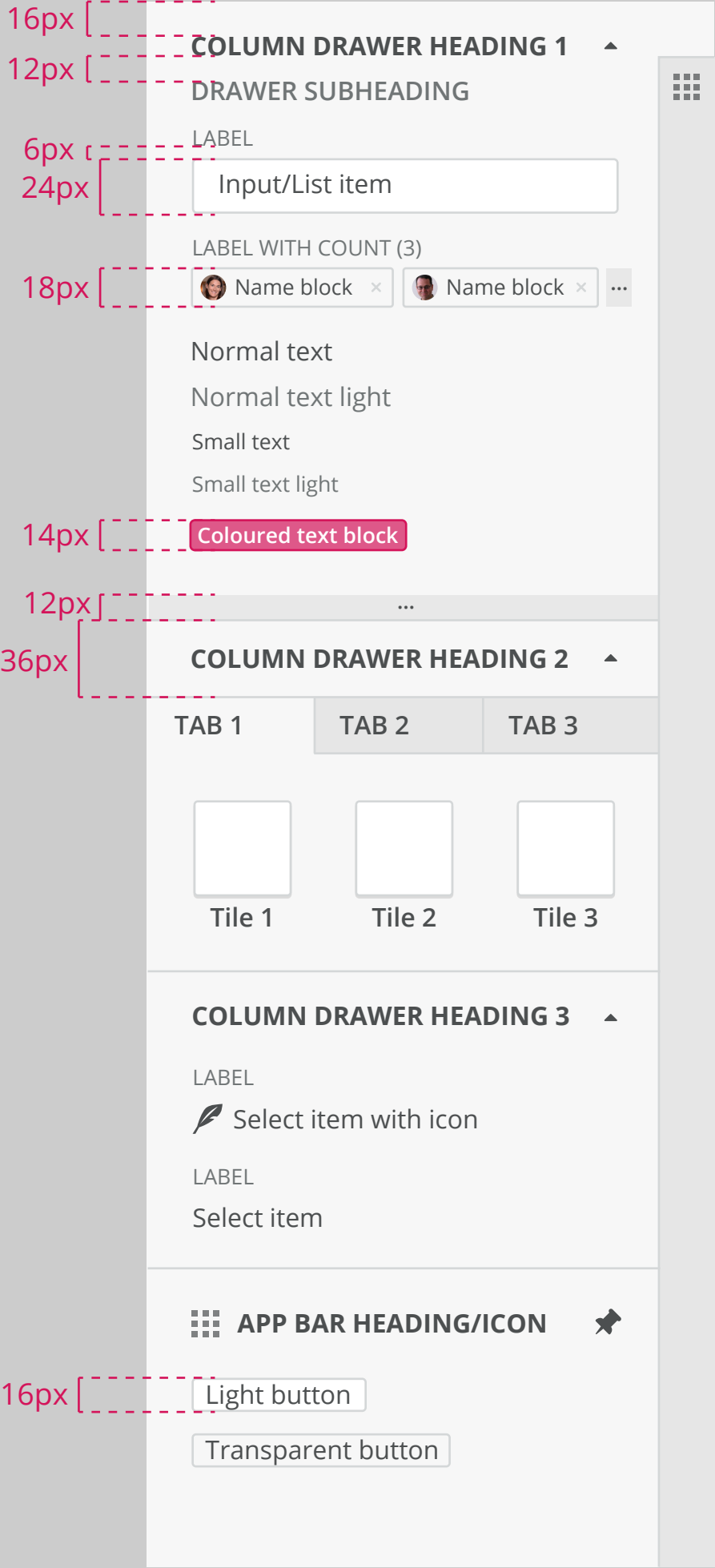
Sidebar

The sidebar is used to display apps, both third party and in-house. We also have a default app that contains the Statuses, SLAs, Agents, Ticket properties etc.

There is then a drawer which contains multiple smaller app cards as well as the option of full height single-app columns. Apps can be 'pinned' to the UI which means they stay open, agents could have man apps pinned though this is unlikely unless using a wide monitor. For instances where agents do not wish to pin apps they can be revealed on hover, in which case they overlay the Deskpro default column until the mouse leaves the column, at which time the Deskpro default column is displayed again.

Sidebar basic styles

There are some similarities between the colours and headings of the sidebar and those of the first column specified in a previous document. There are however some additional elements and various data input and select options that are used (whereas the first column is just navigation and filtering). All items are styled in keeping with similar elements created using the semantic UI framework.



font-family: Open Sans
 font-size: 12px
 font-weight: 600
 color: \$deskpro-greyscale-850

font-family: Open Sans
 font-size: 12px
 font-weight: 600
 color: \$deskpro-greyscale-700

font-family: Open Sans
 font-size: 12px
 font-weight: 400
 color: \$deskpro-greyscale-850
 light-color: \$deskpro-greyscale-700

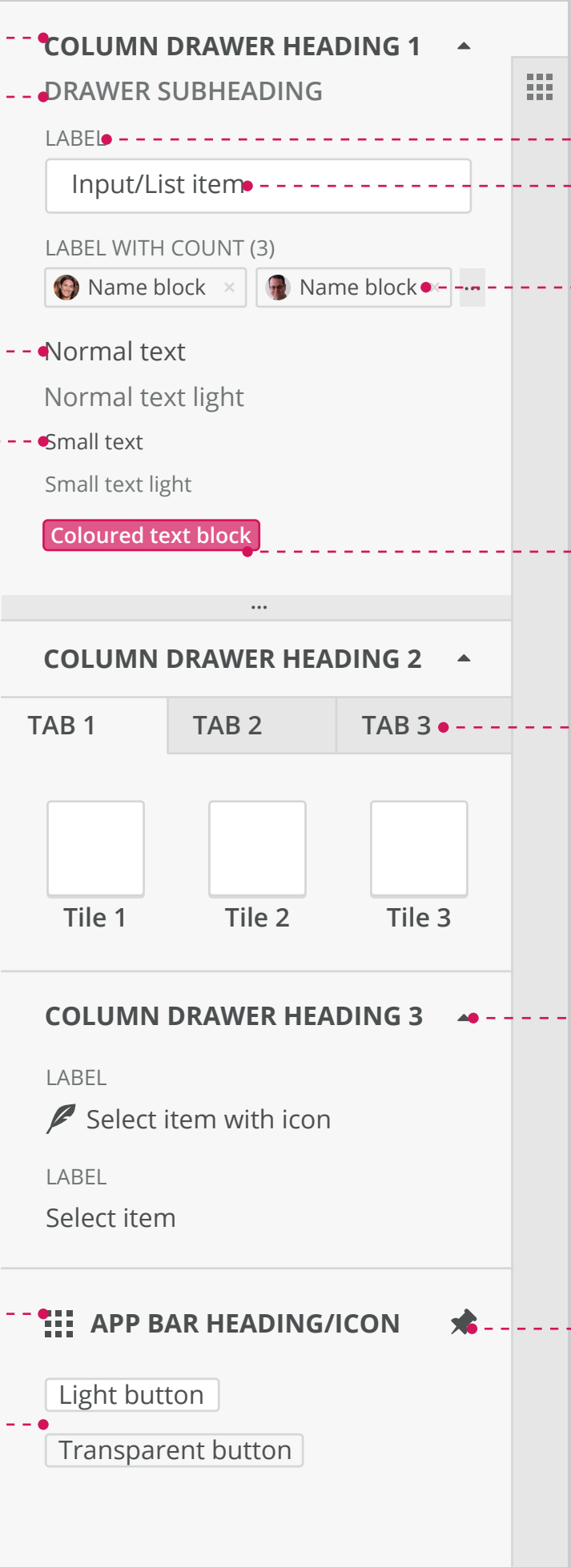
font-family: Open Sans
 font-size: 10px
 font-weight: 400
 color: \$deskpro-greyscale-850
 light-color: \$deskpro-greyscale-700

icon size: 14px
 font-weight: 400
 color: \$deskpro-greyscale-850

font-family: Open Sans
 font-size: 12px
 font-weight: 400
 color: \$deskpro-greyscale-850

background (when applicable): \$deskpro-greyscale-50

border-color: \$deskpro-greyscale-300



font-family: Open Sans (UPPERCASE)
 font-size: 10px
 font-weight: 400
 color: \$deskpro-greyscale-700

font-family: Open Sans
 font-size: 12px
 font-weight: 400
 color: \$deskpro-greyscale-850

font-family: Open Sans
 font-size: 10px
 font-weight: 400
 color: \$deskpro-greyscale-850

font-family: Open Sans
 font-size: 10px
 font-weight: 400
 color: \$deskpro-greyscale-50

font-family: Open Sans
 font-size: 12px
 font-weight: 600
 color: \$deskpro-greyscale-850

font-family: Font Awesome
 font-size: 4px
 color: \$deskpro-greyscale-850

font-family: Font Awesome
 font-size: 12px
 color: \$deskpro-greyscale-850

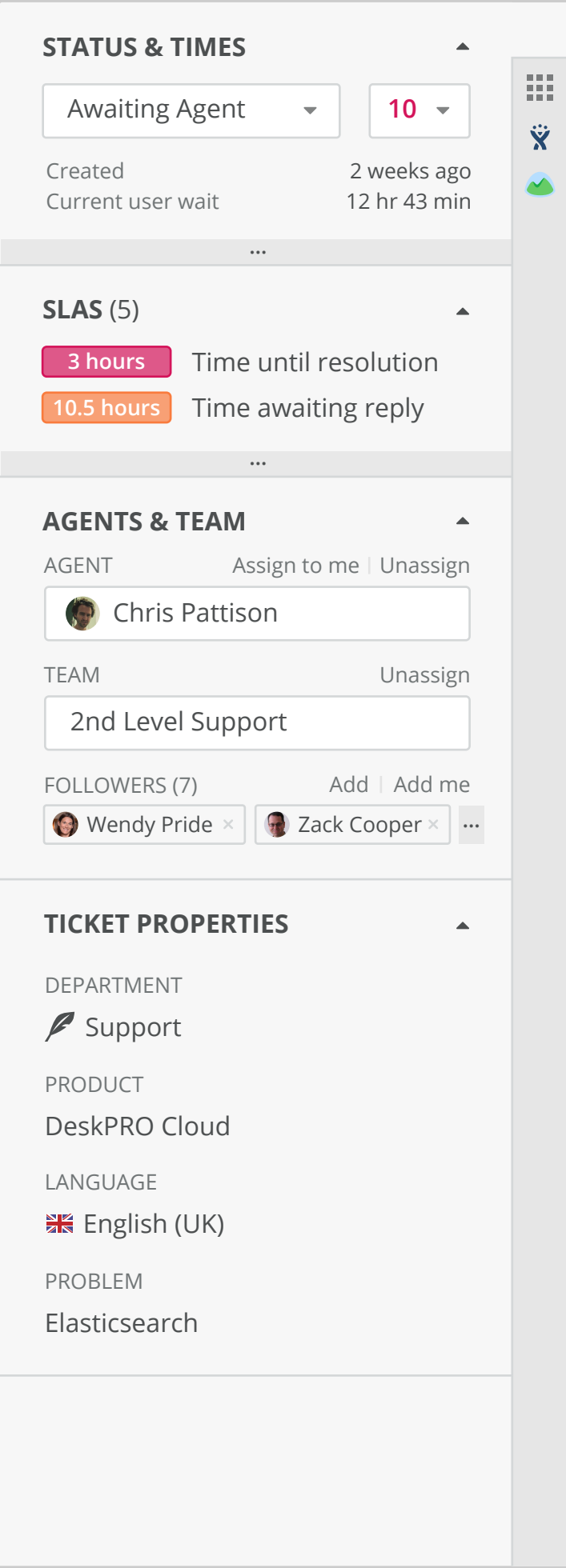
Sidebar hovereable columns vs pinned

The default deskpro app is always open as show in example one. In this example the other apps are un-pinned and will appear when their icon is hovered and will overlay the deskpro column. This is only whilst the column is being hovered and once a user moves outside the column the hovered app disappears again.

When an app is opened a pin in the corner can be clicked to lock it in place, with a column locked the deskpro default column becomes fixed in the leftmost position. Multiple columns can be fixed open by either clicking the pin inside the column or alternatively using the ‘Views’ dropdown in the header.

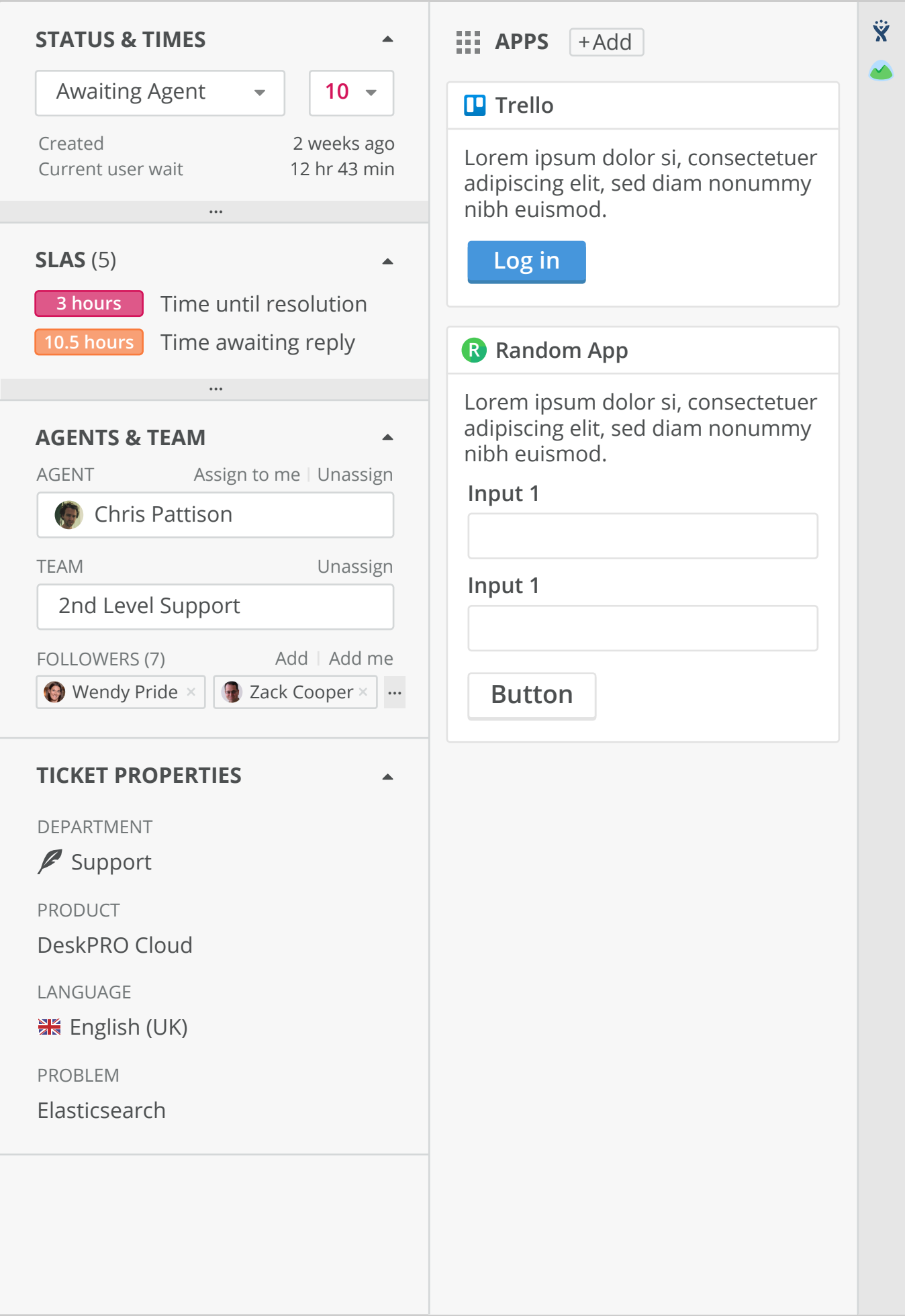
If there are some actively pinned apps then any remaining apps that are in hover mode will simply hover over the rightmost app as they would if there was simply the deskpro default column on show.

Default column, no pinned apps



Example shows default deskpro column with no pinned apps. In the example there is the ‘multi-app’ column icon followed by icons for what could be full column single apps such as JIRA or Basecamp.

Default column, one pinned app (the multi-app column) and two hoverable

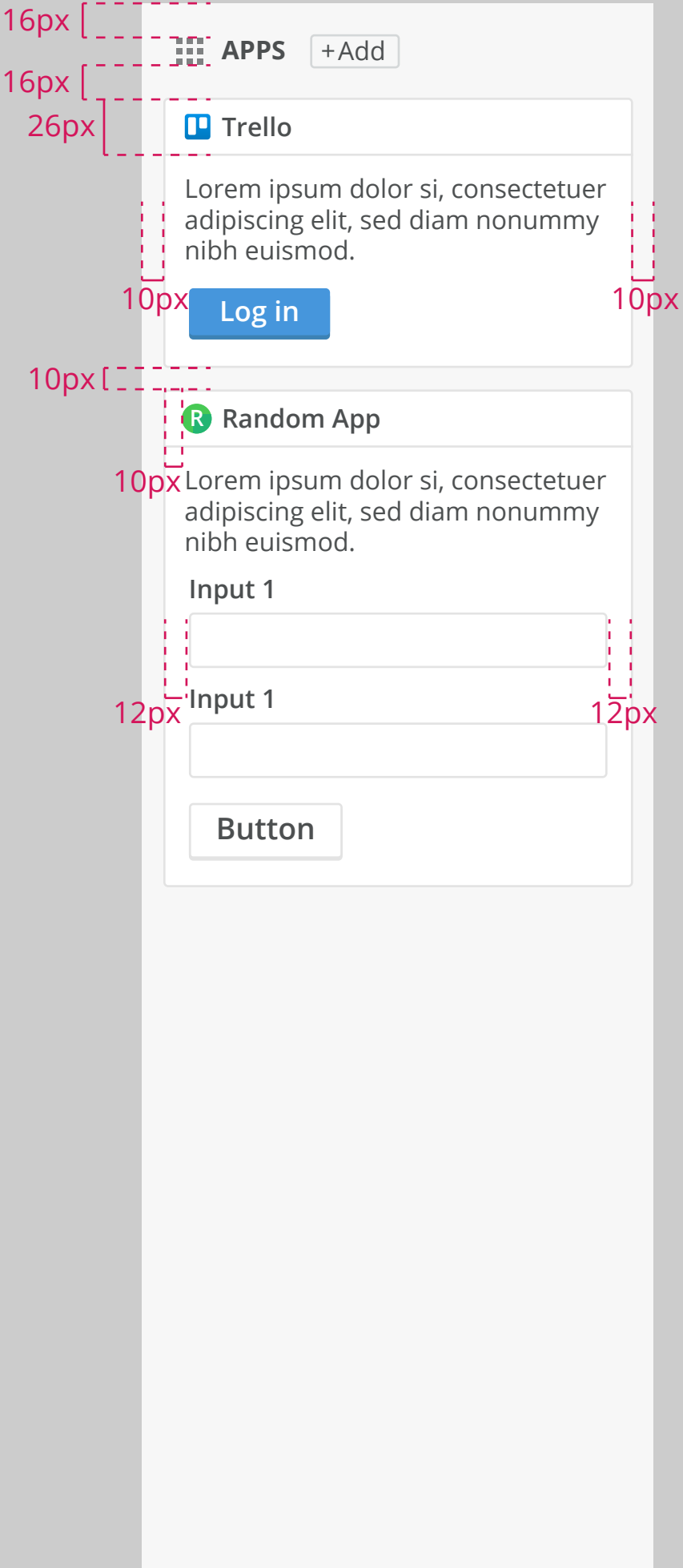


In this case we show the ‘mult-app’ column pinned whilst two remain in hover mode. The multi-app column consists of small apps on cards where multiple apps can exist in the column, there is an ‘add’ button at the top to go to admin and install further apps.

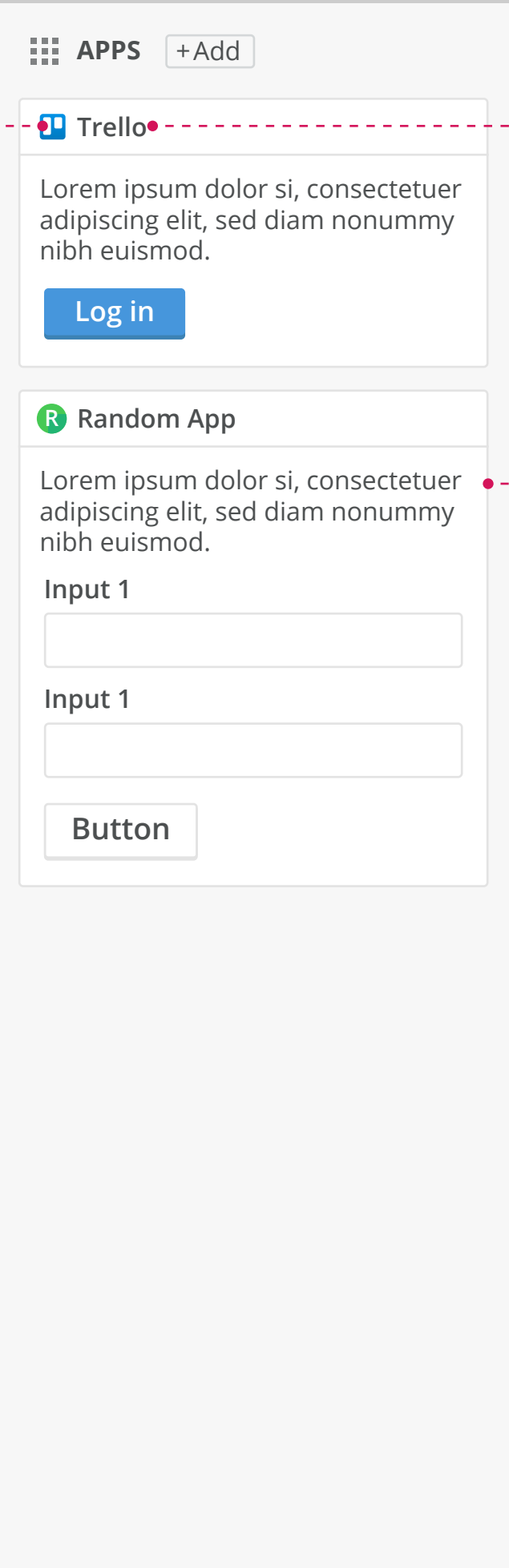
Multi-app column

The multiple app column, as with full size app columns use all the components as the deskpro default, and any others that are available in semantic ui. The only real difference is that the apps are divided into cards.

There is a default layout with a heading section for each app with space for an icon and the app title, after this the remainder of the container can be populated in whichever way is deemed most appropriate.



App icons are full colour 12px by 12px and if an app has no icon then the app initial will be placed in a coloured circle as in the example below



font-family: Open Sans
font-size: 12px
font-weight: 600
color: \$deskpro-greyscale-850

The boxes have a background-color of \$deskpro-greyscale-50 and border are \$deskpro-greyscale-250

Status & Time

The first section of the deskpro default sidebar is the status and time. This consists of a dropdown to select status, an urgency selector and then two top level times relating to the ticket. There is then a '...' bar that can be clicked to reveal more times relating to the ticket.

There is also a design for if Deskpro implements the option of sub-statuses (this would be enabled an managed in admin).

Top-level times only

STATUS & TIMES

Awaiting Agent

10

Created

2 weeks ago

Current user wait

12 hr 43 min

...

SLAS (5)

3 hours

Time until resolution

10.5 hours

Time awaiting reply

...

AGENTS & TEAM

AGENT

Assign to me | Unassign

Chris Pattison

TEAM

Unassign

2nd Level Support

FOLLOWERS (7)

Add | Add me

Wendy Pride

Zack Cooper

...

TICKET PROPERTIES

DEPARTMENT

Support

PRODUCT

DeskPRO Cloud

LANGUAGE

English (UK)

PROBLEM

Elasticsearch

Additional times visible

STATUS & TIMES

Awaiting Agent

10

Created

2 weeks ago

Current user wait

12 hr 43 min

Total user wait

2 weeks

Wait until first reply

1 hr 5 min

First assignment

2 weeks ago

First agent reply

2 weeks ago

Last agent reply

4 days ago

Last user reply

6 hr 37 min

...

SLAS (5)

3 hours

Time until resolution

10.5 hours

Time awaiting reply

...

AGENTS & TEAM

AGENT

Assign to me | Unassign

Chris Pattison

TEAM

Unassign

2nd Level Support

FOLLOWERS (7)

Add | Add me

Wendy Pride

Zack Cooper

...

TICKET PROPERTIES

DEPARTMENT

Support

PRODUCT

DeskPRO Cloud

LANGUAGE

English (UK)

PROBLEM

Elasticsearch

Sub status example

STATUS & TIMES

Awaiting Agent

10

waiting on bug resolution

Created

2 weeks ago

Current user wait

12 hr 43 min

...

SLAS (5)

3 hours

Time until resolution

10.5 hours

Time awaiting reply

...

AGENTS & TEAM

AGENT

Assign to me | Unassign

Chris Pattison

TEAM

Unassign

2nd Level Support

FOLLOWERS (7)

Add | Add me

Wendy Pride

Zack Cooper

...

TICKET PROPERTIES

DEPARTMENT

Support

PRODUCT

DeskPRO Cloud

LANGUAGE

English (UK)

PROBLEM

Elasticsearch

SLAs

The next Deskpro app bar drawer is the SLAs. This would be closed if there were no active SLAs relating to the ticket but would be open automatically if their were failing or newly failed SLAs relating to it.

At the top level we show failing and failed SLAs on the ticket and then there is a ‘...’ drawer which expands the drawer to show completed SLAs and also creates a label for the active ones. There is also an ‘Apply an SLA’ select list for manually applying them to a ticket.

Top-level active SLAs

STATUS & TIMES

Awaiting Agent

10

Created

2 weeks ago

Current user wait

12 hr 43 min

...

SLAS (5)

3 hours

Time until resolution

10.5 hours

Time awaiting reply

...

AGENTS & TEAM

AGENT

Assign to me | Unassign

Chris Pattison

TEAM

Unassign

2nd Level Support

FOLLOWERS (7)

Add | Add me

Wendy Pride

Zack Cooper

...

TICKET PROPERTIES

DEPARTMENT

Support

PRODUCT

DeskPRO Cloud

LANGUAGE

English (UK)

PROBLEM

Elasticsearch

SLAs expanded

STATUS & TIMES

Awaiting Agent

10

Created

2 weeks ago

Current user wait

12 hr 43 min

...

SLAS (5)

ACTIVE SLAS

3 hours

Time until resolution

10.5 hours

Time awaiting reply

COMPLETED SLAS

27/24 hrs

Time until first respon...

14/72 hrs

Resolution

x3

Time awaiting reply

1

3

1

Time awaiting reply

APPLY AN SLA

Select SLA

Apply

...

AGENTS & TEAM

AGENT

Assign to me | Unassign

Chris Pattison

TEAM

Unassign

2nd Level Support

FOLLOWERS (7)

Add | Add me

Wendy Pride

Zack Cooper

...

TICKET PROPERTIES

DEPARTMENT

Support

PRODUCT

DeskPRO Cloud

LANGUAGE

English (UK)

PROBLEM

Elasticsearch

Agents and teams

Much like the existing Deskpro UI, the agent and teams consist of selectlists with a searchable list as well as options to quickly unassign or assign a ticket to yourself. There is also the option to add and

STATUS & TIMES

Awaiting Agent

10

Created2 weeks ago
Current user wait12 hr 43 min

...

SLAS (5)

AGENTS & TEAM

AGENT

Assign to me | Unassign

Chris Pattison

TEAM

Unassign

2nd Level Support

FOLLOWERS (7)

Add | Add me

Wendy Pride

Zack Cooper

TICKET PROPERTIES

DEPARTMENT

Support

PRODUCT

DeskPRO Cloud

LANGUAGE

English (UK)

PROBLEM

Elasticsearch

STATUS & TIMES

Awaiting Agent

10

Created2 weeks ago
Current user wait12 hr 43 min

...

SLAS (5)

AGENTS & TEAM

AGENT

Assign to me | Unassign

Wendy Pride <w.pride@tech...>
Bob Cooper <bob.cooper@t...>
Julien Ducro <j.ducro@techc...>
Wendy Lightbody <wendy.l...>
Bobby Steiner <bobby.stein...>
Wendy Pride <w.pride@tech...>
Bob Cooper <bob.cooper@t...>
Julien Ducro <j.ducro@techc...>

PRODUCT

DeskPRO Cloud

LANGUAGE

English (UK)

PROBLEM

Elasticsearch

Wendy Pride <w.pride@tech...>
Bob Cooper <bob.cooper@t...>
Julien Ducro <j.ducro@techc...>
Wendy Lightbody <wendy.l...>
Bobby Steiner <bobby.stein...>
Wendy Pride <w.pride@tech...>
Bob Cooper <bob.cooper@t...>
Julien Ducro <j.ducro@techc...>

Wendy Pride <w.pride@tech...>
Bob Cooper <bob.cooper@t...>
Julien Ducro <j.ducro@techc...>
Wendy Lightbody <wendy.l...>
Bobby Steiner <bobby.stein...>
Wendy Pride <w.pride@tech...>
Bob Cooper <bob.cooper@t...>
Julien Ducro <j.ducro@techc...>

font-family: Open Sans
font-size: 10px
font-weight: 400
color: \$deskpro-greyscale-500

font-family: Open Sans
font-size: 12px
font-weight: 400
color: \$deskpro-greyscale-850

Ticket properties

Ticket properties contain deskpro defaults as well as custom fields. The components will still be from the semantic UI library which the exception of a type of editable field that might not exist - these are the data that do no have an input box around them until they are being edit or updated.

This has been designed to alleviate the the boxy input heavy appearance of the column and should ideally be used for fields that are likely to be changed less often, though this still could be used for any input.

When there are fields that have no data these are nested inside a reveal similar to the ‘...’ ones used in other drawers but with a count to inform agents of how many additional fields are available and empty.

Properties normal view

STATUS & TIMES

Awaiting Agent

10

Created

2 weeks ago

Current user wait

12 hr 43 min

...

SLAS (5)

AGENTS & TEAM

AGENT

Assign to me | Unassign

Chris Pattison

TEAM

Unassign

2nd Level Support

FOLLOWERS (7)

Add | Add me

Wendy Pride

Zack Cooper

...

TICKET PROPERTIES

DEPARTMENT

Support

PRODUCT

DeskPRO Cloud

LANGUAGE

English (UK)

PROBLEM

Elasticsearch

4 MORE FIELDS

Property being edited

STATUS & TIMES

Awaiting Agent

10

Created

2 weeks ago

Current user wait

12 hr 43 min

...

SLAS (5)

AGENTS & TEAM

AGENT

Assign to me | Unassign

Chris Pattison

TEAM

Unassign

2nd Level Support

FOLLOWERS (7)

Add | Add me

Wendy Pride

Zack Cooper

...

TICKET PROPERTIES

DEPARTMENT

Support

PRODUCT

DeskPRO Cloud

LANGUAGE

English (UK)

PROBLEM

Elasticsearch

Search

Add new

Elasticsearch email indexing

Inability to use iOS app

Additional example item

Additional example item

Fields need updating before save

STATUS & TIMES

Awaiting Agent

10

Created

2 weeks ago

Current user wait

12 hr 43 min

...

SLAS (5)

AGENTS & TEAM

AGENT

Assign to me | Unassign

Chris Pattison

TEAM

Unassign

2nd Level Support

FOLLOWERS (7)

Add | Add me

Wendy Pride

Zack Cooper

...

TICKET PROPERTIES

DEPARTMENT

Support

PRODUCT

DeskPRO Cloud

LANGUAGE

English (UK)

EXAMPLE FIELD

Input text

Required field

Save

4 MORE FIELDS

When one of the more subtle fields is clicked it immediately goes into it’s editable mode. For example, Click on the problem text would open the fields dropdown menu and once an item is select it would close and return to the original display style with the newly seleted item in it’s place.

In some cases making some changes to a ticket will result in multiple fields that need updating. When this happens we display validation style messages beneath them and a save button. Updates will not be applied in this instance without save being clicked.

Overview section and lead tabs for main content area

In the central content area of the viewframe for an item the content can be divided into different tabbed sections. There is a primary tabbed section at the top of each type of tab (tickets, knowledgebase, user etc) that will have 'OVERVIEW' as the lead tab. This is for things like the ticket subject and labels, but could have other top level items like user profile picture of a profile tab. After this there are different tabs depending on the use case but in the context of tickets it is tasks, billing and licence (deskpro specific). As well as developing apps for the side bars clients can also make apps that appear as tabs in this primary tabbed section at the top .

3

1

+

Search ...

RE: Need some help? James Colbert

SSO working well wit... Zack Prudent

Deskpro Organisation

Tickets

AWAITING AGENT

My tickets 1

Tickets I follow 0

Unassigned tickets 0

All tickets 90

FILTERS

SAVED SEARCHES

PROBLEMS & INCIDENTS (2)

LABELS

MY STARS (3)

ORDER BY

Department & Urgency

FACETING BY

2 Agents, 2 Departments

SALES

83995 – SSO Information

Kenneth James <kenneth@windfa...> Windfarms L...

12 hr 30 min

74562 – Portal disabled landing message

Toby Falkirk <t.falkirk@ramb...>

Failed

63331 – Inventory component

Mark Jarvis <mjarvis@econorob.nl>

3 hours

74562 – Allow anyone to email support

Kenneth James <kenneth@windfarms.com>

2 hr 16 min

63331 – AW: Need some help?

Toby Falkirk <t.falkirk@rambling.com>

12 hr 43 min

83995 – SSO working well with Safari and IE b...

Mark Jarvis <mjarvis@econorob.nl>

10.5 hours

74562 – Enjoying your helpdesk?

Kenneth James <kenneth@windfarms.com>

43 min

74562 – Product enquiry

Vijay Singh <singh.v@leafywifi.com>

3 days

SUPPORT

63331 – Inventory component

Mark Jarvis <mjarvis@econorob.nl>

12 hr 43 min

Department: Support | Language: Italiano | Last reply: 9 weeks ago

74562 – Enjoying your helpdesk?

Kenneth James <kenneth@windfarms.com>

4 weeks

Department: Sales | Language: English (US) | Last reply: 5 months ago

63331 – Inventory component

Optical

Zack Prudent

zack.prudent@techcom...

+5

ID 83995

Actions

OVERVIEW

TASKS

BILLING

LICENSE

☆ SSO working well with Safari and IE but issue with Chrome browser

Labels: Custom work × Report back on bug fix × VIP × +

REPLY | ADD NOTE | FORWARD | MACROS

SNIPPETS

KB ARTICLE

MESSAGES & NOTES

FULL LOG

Zack Prudent

zack.prudent@techcompany.com

Today at 11.34am

USER REPLY

Good day Brian,

We've been having another issue with this version of DeskPro. I've been doing some troubleshooting with our SSO partner but no luck so far so I thought it wouldn't hurt to bounce it off of you. The thing is, we configured both Agent and User modules to use SSO and it was working great for a few days. When I came into the office last week Friday I realized that I wasn't able to log into the Admin/Agent portals but I was able to log in to the User portal. Upon further investigation, we realized that we weren't able to log in if the SSO URLs were the same.

We tried clearing browser data in Chrome and trying incognito but no luck. Have you ever seen anything like this before?

Let me know if anything pops up in your head.

Thanks,
Zack

Harry Krimbo

03/11/2016 at 09.58am

STATUS & TIMES

Awaiting Agent

10

Created

2 weeks ago

Current user wait

12 hr 43 min

SLAS (5)

3 hours

Time until resolution

10.5 hours

Time awaiting reply

AGENTS & TEAM

AGENT

Assign to me | Unassign

Chris Pattison

TEAM

Unassign

2nd Level Support

FOLLOWERS (7)

Add | Add me

Wendy Pride × Zack Cooper ×

TICKET PROPERTIES

DEPARTMENT

Support

PRODUCT

DeskPRO Cloud

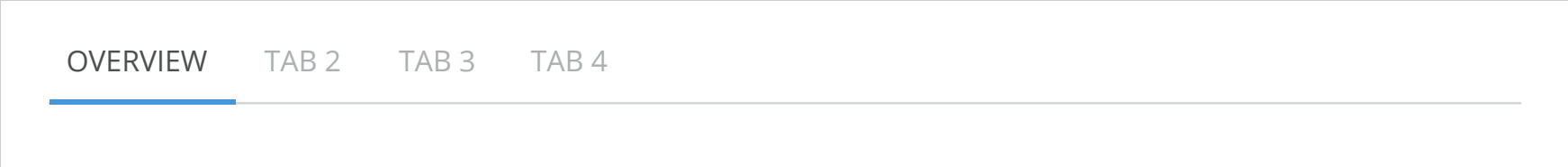
LANGUAGE

English (UK)

PROBLEM

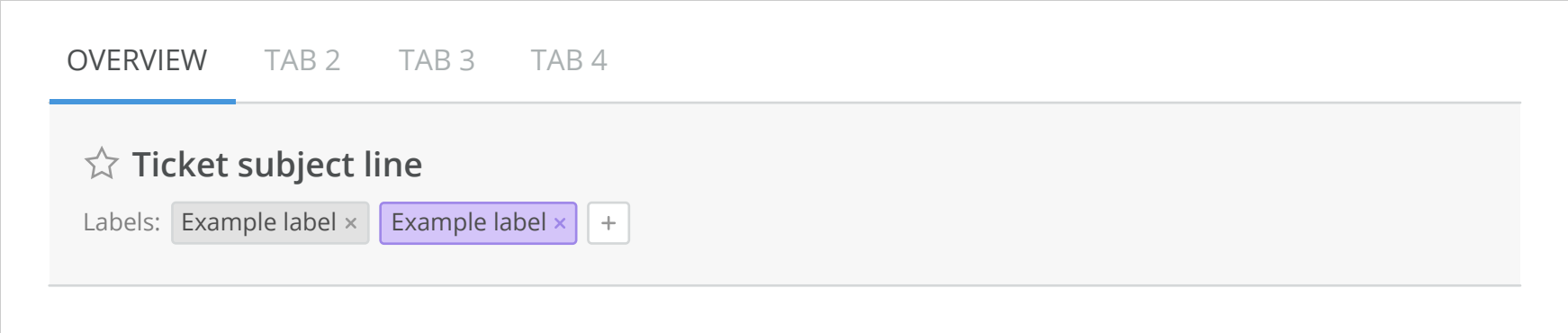
Elasticsearch

The tab on it's own is simple and style similarly to the heading breadcrumbs with a thicker blue underline beneath the active tab. However, on these tabs the inactive tabs also have slightly lighter text and all the text is in uppercase.

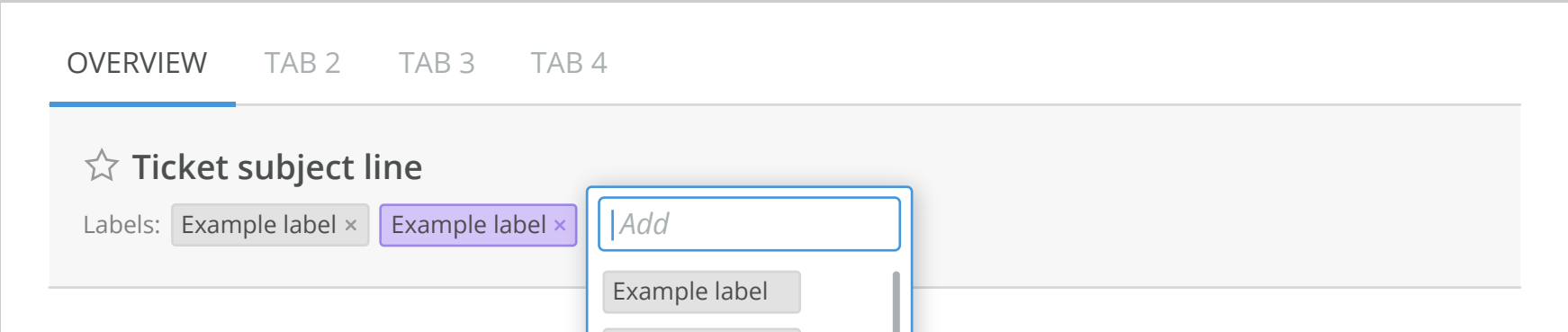


In the case of the overview section there is a grey background and quite generous padding. For other tabs in the primary tab section at the top then a grey background should also be used unless a reasonable use case suggests otherwise. The helps to make the tabbed sections stand out from the rest of the main content area which is predominantly white.

Tabs elsewhere in below this top section don't require a grey background e.g. 'Messages & Full Log' which we will see later in the document.

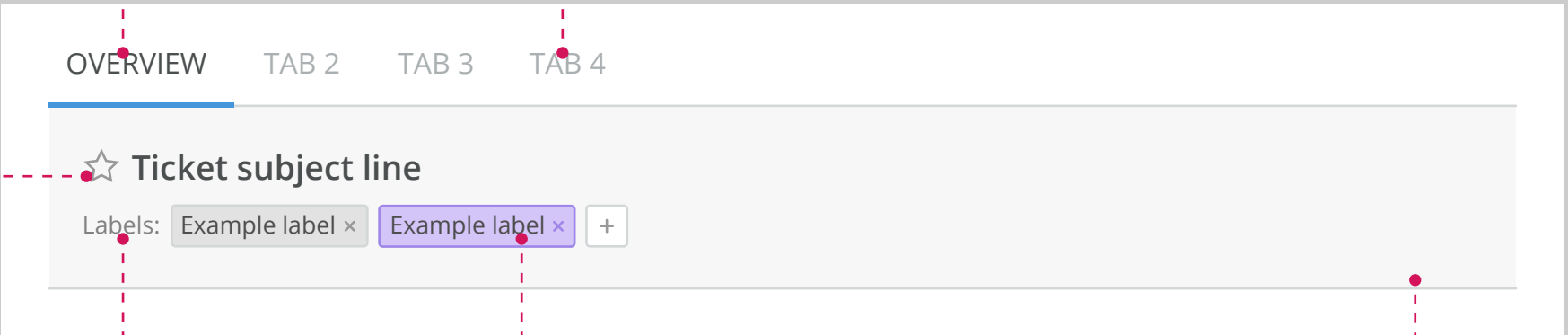


Labels can be removed by clicking on the 'x' in the individual box and additionally you can add new labels by clicking the '+' button. The opens an input box to create a label but also displays a scrollable list of all the existing labels to choose from. The add box would also behave as a search/typeahead that refines the list of the labels beneath to save people from double adding labels.



font-family: Open Sans (UPPERCASE)
font-size: 12px
font-weight: 400
color: \$deskpro-greyscale-850

font-family: Open Sans (UPPERCASE)
font-size: 12px
font-weight: 400
color: \$deskpro-greyscale-450



font-family: Open Sans
font-size: 10px
font-weight: 400
color: \$deskpro-greyscale-700

Colours follow those set during label creation

The star is hollow when no star is selected and once it is clicked each click cycles through the different colour stars available, whichever it is left on is the star the tickte maintains for that user.

all the background sections are \$deskpro-greyscale-150 and borders are \$deskpro-greyscale-300

Other tickets tabs examples

All these sections continue to rely on components available in the semantic ui framework and simply adopting some of the styles we've been using in Deskpro.

This example shows 'Tasks' updated with the new styles.

OVERVIEWTASKSBILLINGLICENSE

Task description

Due date

DD / MM / YYYY

Visibility

Public

Agent

Me

+ ADD

Example shows new task form with no existing task. The example below shows the variations in the table for existing task.

OVERVIEWTASKSBILLINGLICENSE

Task description

Due date

DD / MM / YYYY

Visibility

Public

Agent

Me

+ ADD

DESCRIPTION	DUE DATE	VISIBILITY	AGENT
<input type="checkbox"/> Task example one	01/01/2017	Public	Me
<input type="checkbox"/> Task example two with sli...	29/12/2016	Public	Wendy Pride
<input type="checkbox"/> Example three	09/01/2017	Public	Me
<input type="checkbox"/> Example with comment	09/01/2017	Public	Me
<div>Chris Padfield:</div> <div>Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoree...</div>			
<input type="checkbox"/> Example hover state	09/01/2017	Public	Me
<input type="checkbox"/> Another example	09/01/2017	Public	Me

Task description

Example edit or comment...

Add comment

SAVE CHANGES

Due date

23 / 04/ 2017

Visibility

Private

Agent

Me

Normal task row, no comment

Task row with comments

Hover states on row reveals an edit/comment icon (the pencil) and an 'x' for delete the task. There is a confirm dialogue for the deletion of tasks.

When being edited the rows open up with the columns become select lists as with the create new task form but with all those items on one line. There is a comment line that can be written in and clicking save will add the comment to the task.

OVERVIEWTASKSBILLINGLICENSE

Task description

Due date

DD / MM / YYYY


Visibility

Public

Agent

Me

+ ADD

DESCRIPTION	DUE DATE	VISIBILITY	AGENT
<input type="checkbox"/> Task example one	01/01/2017	Public	Me
<input type="checkbox"/> Task example two with sli...	29/12/2016	Public	 Wendy Pride
<input type="checkbox"/> Example three	09/01/2017	Public	Me
<input type="checkbox"/> Example with comment	09/01/2017	Public	Me
<div>Chris Padfield:</div> <div>>Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoree...</div>			
<input type="checkbox"/> Example hover state	09/01/2017	Public	Me
<input type="checkbox"/> Another example	09/01/2017	Public	Me

Task description

Example edit or comment...

Due date

23 / 04/ 2017

Visibility

Private

Agent

Me

Add comment

SAVE CHANGES

16px

12px

30px

18px

24px

8px

8px

22px

12px

12px

12px

30px

16px

16px

OVERVIEWTASKSBILLINGLICENSE

Task description

Due date

DD / MM / YYYY


Visibility

Public

Agent

Me

+ ADD

DESCRIPTION	DUE DATE	VISIBILITY	AGENT
<input type="checkbox"/> Task example one	01/01/2017	Public	Me
<input type="checkbox"/> Task example two with sli...	29/12/2016	Public	 Wendy Pride
<input type="checkbox"/> Example three	09/01/2017	Public	Me
<input type="checkbox"/> Example with comment	09/01/2017	Public	Me
<div>Chris Padfield:</div> <div>>Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoree...</div>			
<input type="checkbox"/> Example hover state	09/01/2017	Public	Me
<input type="checkbox"/> Another example	09/01/2017	Public	Me

Task description

Example edit or comment...

Due date

23 / 04/ 2017

Visibility

Private

Agent

Me

Add comment

SAVE CHANGES

font-family: Open Sans

font-size: 10px

font-weight: 600

color: \$deskpro-greyscale-850

font-family: Open Sans

font-size: 12px

font-weight: 400

color: \$deskpro-greyscale-850

font-family: Open Sans

font-size: 10px

font-weight: 600

color: \$deskpro-greyscale-850

font-family: Open Sans

font-size: 12px

font-weight: 400

color: \$deskpro-greyscale-850

Other tickets tabs continued

Example shows updates to billing.

The new charge form is at the top of the box with the previous charges documented in a table below.

OVERVIEWTASKSBILLINGLICENSE

New charge

Amount

0.00

USD

- OR -

Time

H : M : S

Start

Comment

Add charge

AGENT	CHARGE	TIME	COMMENT	CUSTOM FIELD	DATE
	\$10.00(USD)		Lorem ipsum dolor sit amet.	Example 1	09/10/2016
		1 h 35 m		Example 2	03/10/2016
	\$15.00(USD)			Example 3	21
	\$15.00(USD)		Lorem ipsum dolor sit amet, consectetuer adipiscing elit, sed diam nonummy nibh...	Example 4	19/09/2016
	\$10.00(USD)			Example 5	04/09/2016
Total	\$50.00(USD)	1 h 35 m			

Previous charges in the list can be hovered and there are options to edit or delete the record.

Both ‘time’ and ‘amount’ charges are compiled in the same table with separate totals listed at the bottom. If a table has too many fields to fit within the the available viewport then it is side-scrolling.

Editing opens the record in the form above the table and the button saying ‘add charge’ is relabelled ‘save changes’ with a ‘cancel’ button next to it (secondary button style from the framework).

OVERVIEWTASKSBILLINGLICENSE

New charge

Amount

0.00

USD

- OR -

Time

H : M : S

Start

Comment

Add charge

AGENT	CHARGE	TIME	COMMENT	CUSTOM FIELD	DATE
	\$10.00(USD)		Lorem ipsum dolor sit amet.	Example 1	09/10/2016
		1 h 35 m		Example 2	03/10/2016
	\$15.00(USD)			Example 3	21
	\$15.00(USD)		Lorem ipsum dolor sit amet, consectetuer adipiscing elit, sed diam nonummy nibh...	Example 4	19/09/2016
	\$10.00(USD)			Example 5	04/09/2016
Total	\$50.00(USD)	1 h 35 m			

font-family: Open Sans
font-size: 10px
font-weight: 600
color: \$deskpro-greyscale-850

OVERVIEWTASKSBILLINGLICENSE

New charge

Amount

0.00

USD

- OR -

Time

H : M : S

Start

Comment

Add charge

AGENT	CHARGE	TIME	COMMENT	CUSTOM FIELD	DATE
	\$10.00(USD)		Lorem ipsum dolor sit amet.	Example 1	09/10/2016
		1 h 35 m		Example 2	03/10/2016
	\$15.00(USD)			Example 3	21
	\$15.00(USD)		Lorem ipsum dolor sit amet, consectetuer adipiscing elit, sed diam nonummy nibh...	Example 4	19/09/2016
	\$10.00(USD)			Example 5	04/09/2016
Total	\$50.00(USD)	1 h 35 m			

font-family: Open Sans
font-size: 12px
font-weight: 400
color: \$deskpro-greyscale-850

Knowledgebase example

The example below shows the some of the previously described components within the context of a knowledgebase article (breadcrumbs, sidebar, overview tab section). The design isn't finalised, it's just to illustrated the components be adapted for different use cases.

3

1

Search ...

Tickets

AWAITING AGENT

My tickets

Tickets I follow

Unassigned tickets

All tickets

FILTERS

SAVED SEARCHES

PROBLEMS & INCIDENTS (2)

LABELS

MY STARS (3)

ORDER BY

Department & Urgency

FACETING BY

2 Agents, 2 Departments

SALES

83995 – SSO Information

Kenneth James <kenneth@windfa...> Windfarms L...

12 hr 30 min

74562 – Portal disabled landing message

Toby Falkirk <t.falkirk@ramb...>

Failed

63331 – Inventory component

Mark Jarvis <mjarvis@econorob.nl>

3 hours

74562 – Allow anyone to email support

Kenneth James <kenneth@windfarms.com>

2 hr 16 min

63331 – AW: Need some help?

Toby Falkirk <t.falkirk@rambling.com>

12 hr 43 min

83995 – SSO working well with Safari and IE b...

Mark Jarvis <mjarvis@econorob.nl>

10.5 hours

74562 – Enjoying your helpdesk?

Kenneth James <kenneth@windfarms.com>

43 min

74562 – Product enquiry

Vijay Singh <singh.v@leafywifi.com>

3 days

SUPPORT

63331 – Inventory component

Mark Jarvis <mjarvis@econorob.nl>

12 hr 43 min

Department: Support | Language: Italiano | Last reply: 9 weeks ago

74562 – Enjoying your helpdesk?

Kenneth James <kenneth@windfarms.com>

4 weeks

Department: Sales | Language: English (US) | Last reply: 5 months ago

63331 – Inventory component

Mark Jarvis <mjarvis@econorob.nl>

12 hr 43 min

RE: Need some help?

James Colbert

What is an agent

Knowledgebase article

Deskpro

Organisation

DeskPRO

Getting started

Getting Started > FAQs

ID 83995

Actions

OVERVIEW

COMMENTS

☆ What is an agent?

Labels: Basics × Help × +

English (US)

English (UK)

Spanish

French

German

Italian

Revisions (6)

An agent is a member of your organization who uses your helpdesk, and has an account that lets them access the agent interface to view user tickets, edit help content, etc.

Agents aren't necessarily full-time support staff. Your managers, administrators and business analysts may need agent accounts.

You can control which of your agents are allowed to view the admin and reports interfaces. There are also extensive permission controls for the agent interface so you can control exactly what agents are allowed to do.

DeskPRO licensing is based on the number of agent accounts within the system. Agents cannot share logins. There's no limit to the number of users you can help.

STATUS & CREATED

Published

Created 4 years ago

Published 4 years ago

Set an unpublish date

URL

SLUG

what-is-an-agent

Copy permalink

View

RATING

-14% of users found this helpful

6 users found this helpful

8 users found this unhelpful

SEARCH

Agents ×

RELATED CONTENT

Tickets		ORDER BY Department & Urgency	FACETING BY 2 Agents, 2 Departments	
ASSIGNING AGENT Tickets 1 Tickets I follow 0 Assigned tickets 0	^ 1 0 0	SALES		
ASSIGNED TICKETS	90	<input type="checkbox"/> 83995 – SSO Information ★ Kenneth James <kenneth@windfa...> Windfarms L...	12 hr 30 min	10
ASSIGNED TICKETS		<input type="checkbox"/> 74562 – Portal disabled landing message Toby Falkirk <t.falkirk@ramb...>	Failed	1
ASSIGNED TICKETS		<input type="checkbox"/> 63331 – Inventory component ★ Mark Jarvis <mjarvis@econorob.nl>	3 hours	9
ASSIGNED TICKETS		<input type="checkbox"/> 74562 – Allow anyone to email support Kenneth James <kenneth@windfarms.com>	2 hr 16 min	-
ASSIGNED TICKETS		<input type="checkbox"/> 63331 – AW: Need some help? Toby Falkirk <t.falkirk@rambling.com>	12 hr 43 min	9
ASSIGNED TICKETS		<input type="checkbox"/> 83995 – SSO working well with Safari and IE b... Mark Jarvis <mjarvis@econorob.nl>	10.5 hours	7
ASSIGNED TICKETS		<input type="checkbox"/> 74562 – Enjoying your helpdesk? ★ Kenneth James <kenneth@windfarms.com>	43 min	-
ASSIGNED TICKETS		<input type="checkbox"/> 74562 – Product enquiry Vijay Singh <singh.v@leafywifi.com>	3 days	6
SUPPORT		<input type="checkbox"/> 63331 – Inventory component ★ Mark Jarvis <mjarvis@econorob.nl>	12 hr 43 min	9
SUPPORT		<input type="checkbox"/> 74562 – Enjoying your helpdesk? ★ Kenneth James <kenneth@windfarms.com>	4 weeks	-
SUPPORT		<input type="checkbox"/> 63331 – Inventory component ★ Mark Jarvis <mjarvis@econorob.nl>	12 hr 43 min	9
SUPPORT		<input type="checkbox"/> 74562 – Enjoying your helpdesk? ★ Kenneth James <kenneth@windfarms.com>	5 months ago	-
SUPPORT		<input type="checkbox"/> 63331 – Inventory component ★ Mark Jarvis <mjarvis@econorob.nl>	12 hr 43 min	9
SUPPORT		<input type="checkbox"/> 74562 – Enjoying your helpdesk? ★ Kenneth James <kenneth@windfarms.com>	5 months ago	-
SUPPORT		<input type="checkbox"/> 63331 – Inventory component ★ Mark Jarvis <mjarvis@econorob.nl>	12 hr 43 min	9
SUPPORT		<input type="checkbox"/> 74562 – Enjoying your helpdesk? ★ Kenneth James <kenneth@windfarms.com>	5 months ago	-
SUPPORT		<input type="checkbox"/> 63331 – Inventory component ★ Mark Jarvis <mjarvis@econorob.nl>	12 hr 43 min	9
SUPPORT		<input type="checkbox"/> 74562 – Enjoying your helpdesk? ★ Kenneth James <kenneth@windfarms.com>	5 months ago	-
SUPPORT		<input type="checkbox"/> 63331 – Inventory component		

RE: Need some help? James Colbert

SSO working well wit... Zack Prudent

Deskpro Organisation

Optical

Zack Prudent
zack.prudent@techcom...

+5

ID 83995

Actions

OVERVIEW

TASKSBILLINGLICENSE

☆ SSO working well with Safari and IE but issue with Chrome browser

Labels: Custom work x Report back on bug fix x VIP x +

REPLY | ADD NOTE | FORWARD | MACROS -

✂ SNIPPETS KB ARTICLE

📎 ⌨ B I [List Icons] 🌐

MESSAGES & NOTES

FULL LOG

Zack Prudent

✉ zack.prudent@techcompany.com

Today at 11.34am ⚙

USER REPLY

Good day Brian,

We've been having another issue with this version of DeskPro. I've been doing some troubleshooting with our SSO partner but no luck so far so I thought it wouldn't hurt to bounce it off of you. The thing is, we configured both Agent and User modules to use SSO and it was working great for a few days. When I came into the office last week Friday I realized that I wasn't able to log into the Admin/Agent portals but I was able to log in to the User portal. Upon further investigation, we realized that we weren't able to log in if the SSO URLs were the same.

We tried clearing browser data in Chrome and trying incognito but no luck. Have you ever seen anything like this before?

Let me know if anything pops up in your head.

Thanks,
Zack

...

Harry Krimbo

03/11/2016 at 09.58am ⚙

AGENT NOTE

I've asked one of the tech guys to take a look but don't want to reply until we know the timeframe for a resolution.

Harry Krimbo

03/11/2016 at 09.58am ⚙

AGENT REPLY

Hi Zack,

STATUS & TIMES

Awaiting Agent 10

Created 2 weeks ago

Current user wait 12 hr 43 min

SLAS (5)

3 hours Time until resolution

10.5 hours Time awaiting reply

AGENTS & TEAM

AGENT Assign to me Unassign

Chris Pattison

TEAM Unassign

2nd Level Support

FOLLOWERS (7) Add Add me

Wendy Pride Zack Cooper ...

TICKET PROPERTIES

DEPARTMENT Support

PRODUCT DeskPRO Cloud

LANGUAGE English (UK)

PROBLEM Elasticsearch

Reply, Add Note, Forward & Macros

One of the most important elements of the tickets interface is the reply box and, as such, it is placed immediately after the overview/top tabbed section.

Starting a reply quickly is important so the box is active on tab load with the cursor blinking inside. The WYSIWYG editor and snippets and kb article insert are shown at 50% opacity until an agent starts to type in the box or hovers or clicks in it. This is to reduce the emphasis on the editor for user not immediately wishing to start typing.

Notes, forwarding and macros are all stacked up in the ticket interface as they are added (by clicking on the labels above reply), this is illustrated on the following page. Additionally there is no 'reply or up update' button for the reply box or others until some content or macros have been added.

Overview of individual sections

Overview of individual options in the messaging and actions.

Each item is created by clicking on the text links above the reply box - if the resultant message box is no longer required they can be removed by clicking the 'x' in the top-right corner of each box.

More details about the individual types will follow over the later pages of the document.

REPLY | ADD NOTE | FORWARD | MACROS ▾

Reply

✂ SNIPPETS

📄 KB ARTICLE

📎

↕

B *I*

☰ ▾

☰ ☰


☰ ☰

🌐

|

% Signature %

Note

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≡



Forward

From helpdesk

support@deskpro.com

- OR -

From me

To

Enter email address

CCBCC

Subject

FW: SSO working well with Safari and IE but issue with Chrome browser

SNIPPETS

KB ARTICLE

B

I

|

% Signature %

Forwarding all 38 messages

Actions

Set agent to

 Chris Pattison

▼

×

Set status to

Awaiting agent

▼

×

SEND REPLY

AS AWAITING USER

▼

The reply box uses a blue border and is the default message type that is shown on the page when a ticket tab is opened. It contains the WYSIWYG editor and translate button as well as Snippets and Knowledge base article inserts menus.

Notes are taken boxes with a brown border and there is no option to add snippets or knowledgebase articles. Brown is used to contrast with the yellow used for notes that are in the message stream or for the inactive note input boxes detailed on the following pages.

Users can also forward a tickets. Forwarding from an helpdesk email address creates a new linked ticket that is a child of the original ticket, forwarding form the agents own address ('From me') would mean that any replies go to their mailbox and as such don't create a ticket.

There is a count at the bottom of the forwarding box showing how many messages are being forwarded in the communications. If an agent wishes to for just one individual message they have to do this using the menu options on the individual message in the message log beneath this section of the interface.

The bottom section consists of a queue of actions that will be performed when the messages are sent e.g. selected macros and the 'send reply' button which only appears once an action or message has been applied and is awaiting usage.

Active vs dormant

When one of the types of box is being typed in it has no background colour and the cursor appears at the beginning of the input area. The example shows all the active and dormant states although only one item can be active at a time e.g. a note could be being written and whilst it is then the reply box would be in it's dormant state.

Active

REPLY | ADD NOTE | FORWARD | MACROS ▾

Reply

✕ SNIPPETS KB ARTICLE

% Signature %

Note

Lorem ipsum dolor sit amet, consectetur adipiscing elit|

Forward

☒ From helpdesk

support@deskpro.com ▾

- OR - ☐ From me

To

Enter email address

CC BCC

Subject

FW: SSO working well with Safari and IE but issue with Chrome browser

✕ SNIPPETS KB ARTICLE

% Signature %

Forwarding all 38 messages ✎

Actions

Set agent to

Chris Pattison ▾

×

Set status to

Awaiting agent ▾

×

SEND REPLY AS AWAITING USER ▾

Dormant

REPLY | ADD NOTE | FORWARD | MACROS ▾

Reply

✕ SNIPPETS KB ARTICLE

% Signature %

Note

Lorem ipsum dolor sit amet, consectetur adipiscing elit

Forward

☒ From helpdesk

support@deskpro.com ▾

- OR - ☐ From me

To

Enter email address

CC BCC

Subject

FW: SSO working well with Safari and IE but issue with Chrome browser

✕ SNIPPETS KB ARTICLE

% Signature %

Forwarding all 38 messages ✎

Actions

Set agent to

Chris Pattison ▾

×

Set status to

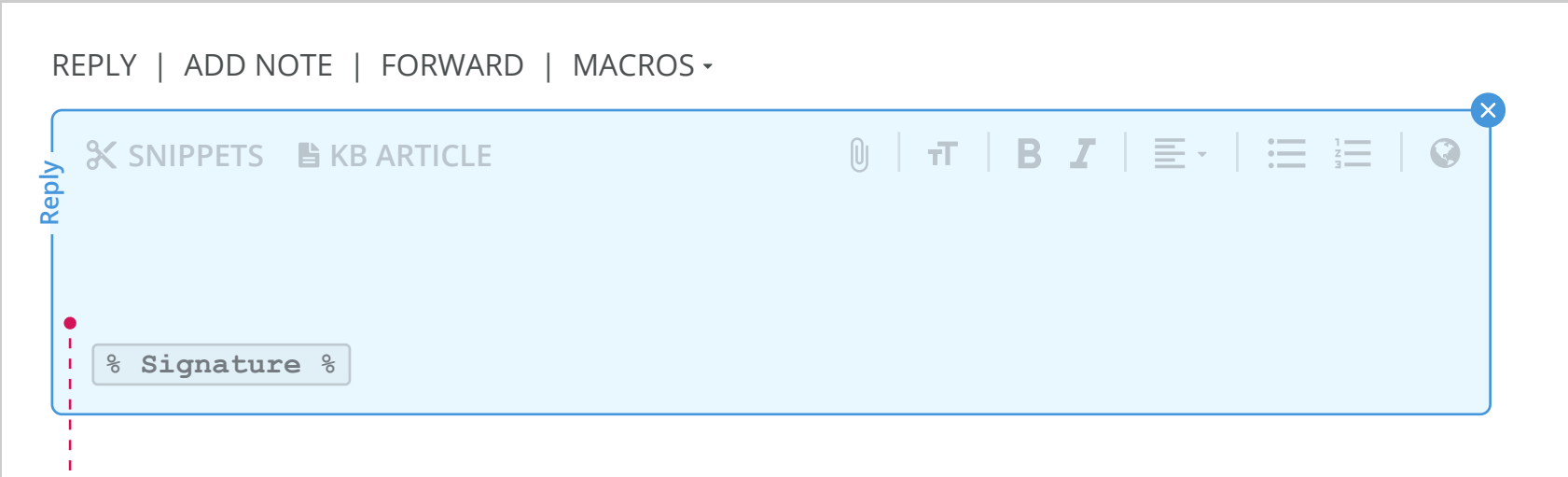
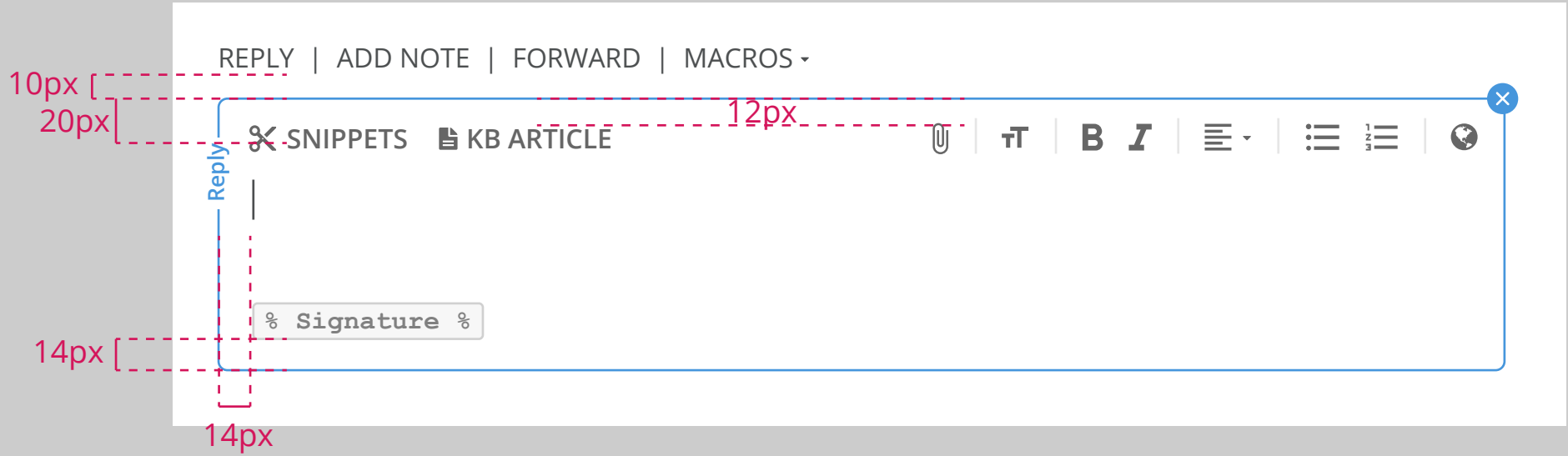
Awaiting agent ▾

×

SEND REPLY AS AWAITING USER ▾

Replies dimensions and fonts

When tickets are opened the reply box has the cursor blinking in it already (as mentioned previously). However, it is also a bit smaller in height until typed in (72px). After a character has been entered the height expands to 122px.



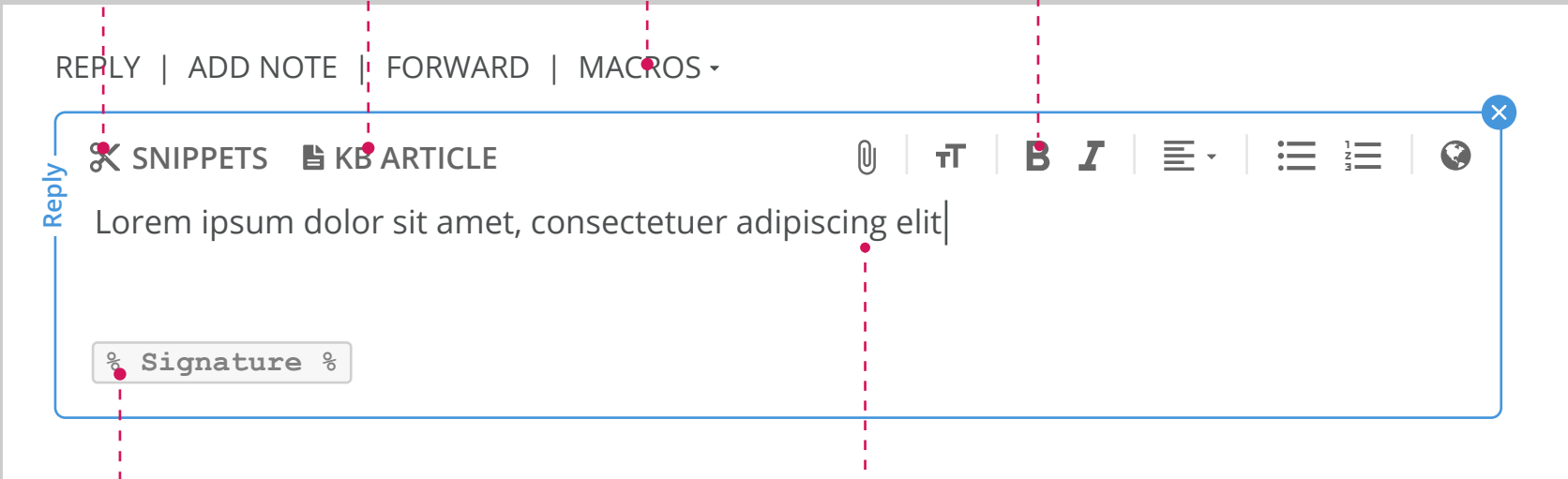
The normal border colour is \$deskpro-sonic-primary and when the boxes are inactive there is a light blue overlay that covers the WYSIWYG and signature etc until the box is activated again (by clicking on it). The overlay is #e9f7ff with a multiply to apply the transparency.

Icons are in deskpro-greyscale-850. The edit icons use the Material Design Icons by Google.

font-family: Open Sans (UPPERCASE)
font-size: 12px
font-weight: 600
color: \$deskpro-greyscale-850

font-family: Open Sans (UPPERCASE)
font-size: 12px
font-weight: 400
color: \$deskpro-greyscale-850

Icons are in deskpro-greyscale-850. The edit icons use the Material Design Icons by Google.



font-family: Courier New
font-size: 12px
font-weight: 600
color: \$deskpro-greyscale-700

font-family: Open Sans
font-size: 13px
font-weight: 400
color: \$deskpro-greyscale-850

SEARCH BY
Department & Urgency

FACETING BY
2 Agents, 2 Departments

RE: Need some help?
James Colbert

SSO working well wit...
Zack Prudent

Deskpro
Organisation

Optical

Zack Prudent
zack.prudent@techcom...

ID 83995

Actions

OVERVIEW

TASKS

BILLING

LICENSE

SSO working well with Safari and IE but issue with Chrome browser

Labels: Custom work Report back on bug fix VIP

REPLY

ADD NOTE

FORWARD

MACROS

STATUS & TIMES

Awaiting Agent

10

Created
Current user wait

2 weeks ago
12 hr 43 min

SLAS (5)

3 hours
10.5 hours

Time until resolution
Time awaiting reply

Labels

Agents (8)

Desk PRO Cloud (2)

Docs (6)

Features (20)

Feedback (4)

General (7)

Integrations (1)

Post Sales (4)

Reporting (1)

+ Snippet

Admin manual

AGENT manual

API docs

Price Quote

Delete agent

SSL for custom Portal/Chat

Where is data hosted?

Admin manual

AGENT manual

API docs

CRM related docs

Developer manual

Delete agent

SSL for custom Portal/Chat

Where is data hosted?

We are very transparent about pricing and prices are as shown as on the website

You can see all pricing information and generate a PDF quote by filling in your details here

Labels

Permission: Everyone

Department: Sales

Harry Krimbo

03/11/2016 at 09.58am

AGENT NOTE

I've asked one of the tech guys to take a look but don't want to reply until we know the timeframe for a resolution.

Harry Krimbo

03/11/2016 at 09.58am

AGENT REPLY

Hi Zack,

Snippets

The design of snippets has been updated to the new styles as well as some changing to improve usability and move it so that it appears from the snippets heading in the editor rather than the bottom right corner.

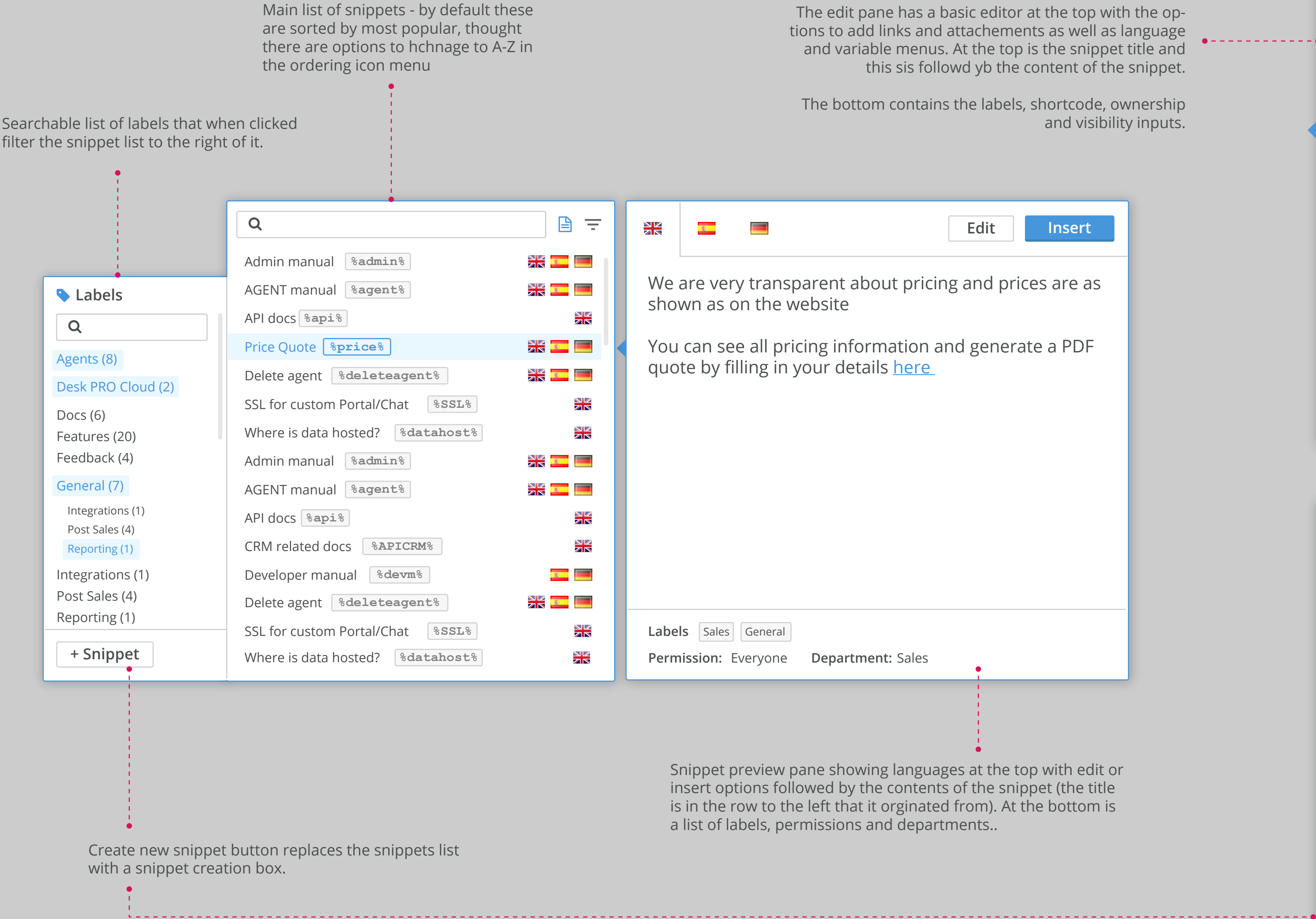
Rather than categories snippets are now labelled to help organise them, labels can have parents or children to help keep them organised.

Snippets and labels are both refineable by searching and when a snippet is hovered there is a preview of the content of the snippetthat appears to the right of the list. Agents can click on a row to insert it as well as clicking on the insert button in the preview pane.

There are additional edit and create panes on the following pages and snippets can be saved as drafts before publishing if preferable. One of the sorting options on the snippets lists allows you to view only the draft snippets (also detailed later).

Different languages can be selected using the tabs at the top of teh preview pane or by clicking on the individual flag on the snippet row to insert it. When there are more tabs than fit in the tab row there should be a globe icon (used for languages elsewhere in Deskpro) that can be clicked to reveal a selectlist of the additional languages available.

Snippets parts



Edit snippet

English (UK)

Variables

Price Quote

We are very transparent about pricing and prices are as shown as on the website

You can see all pricing information and generate a PDF quote by filling in your details [here](#)

Labels [ADD](#)

Sales × Sales > International ×

Shortcode

% price %

Ownership

Everyone

Visibility

All departments

SAVE

CANCEL

Create snippet

English (UK)

Variables

Snippet Title

Snippet content

Labels [ADD](#)

Shortcode

% %

Ownership

Everyone

Visibility

All departments

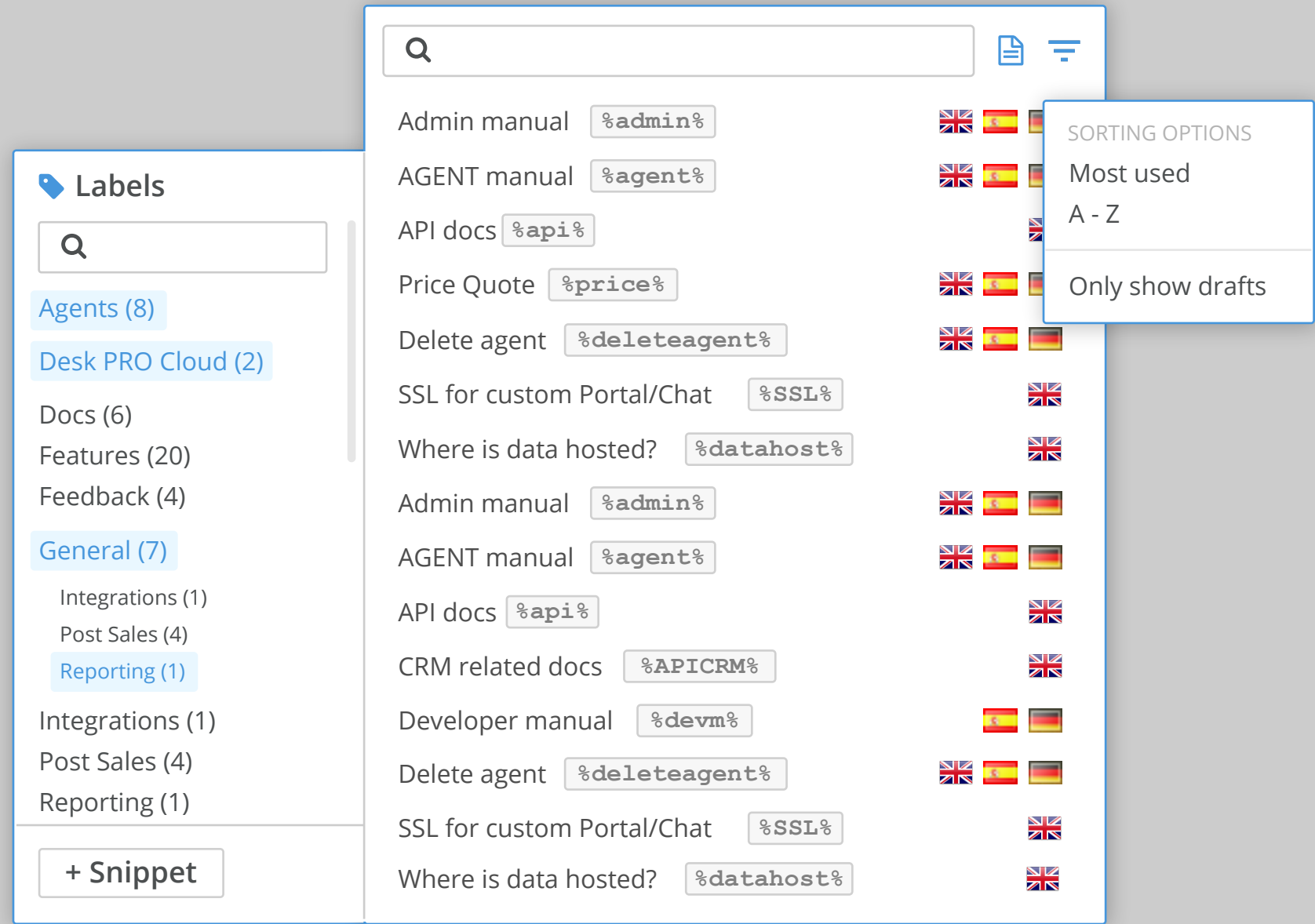
PUBLISH

SAVE AS DRAFT

CANCEL

Snippets dropdowns

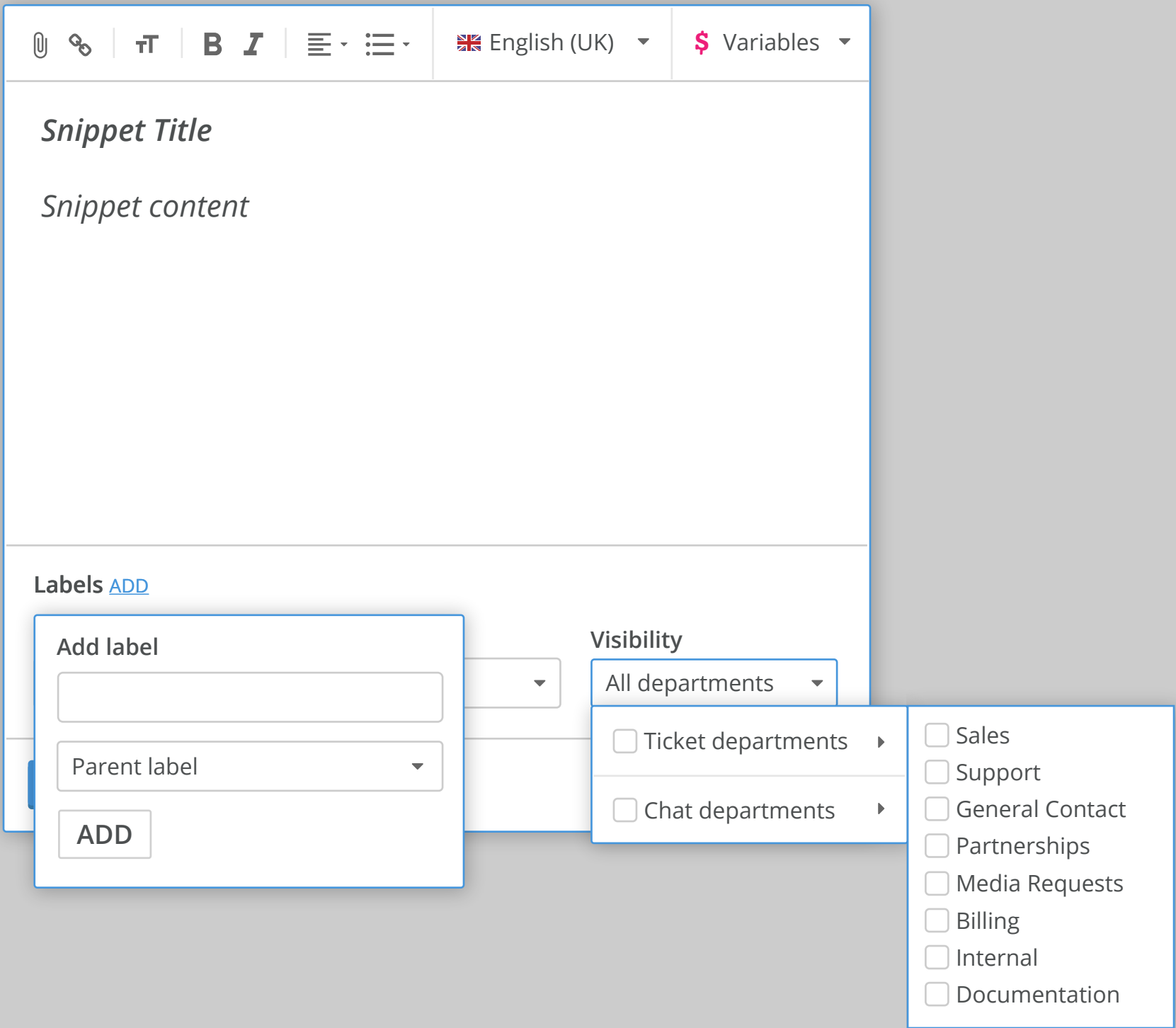
Sorting options menu



The icon little document icon toggles the preview string of the snippet content to display in the list beneath the title.

The sorting option allows agents to choose whether the snippets are displayed by most used, a-z or only showing drafts.

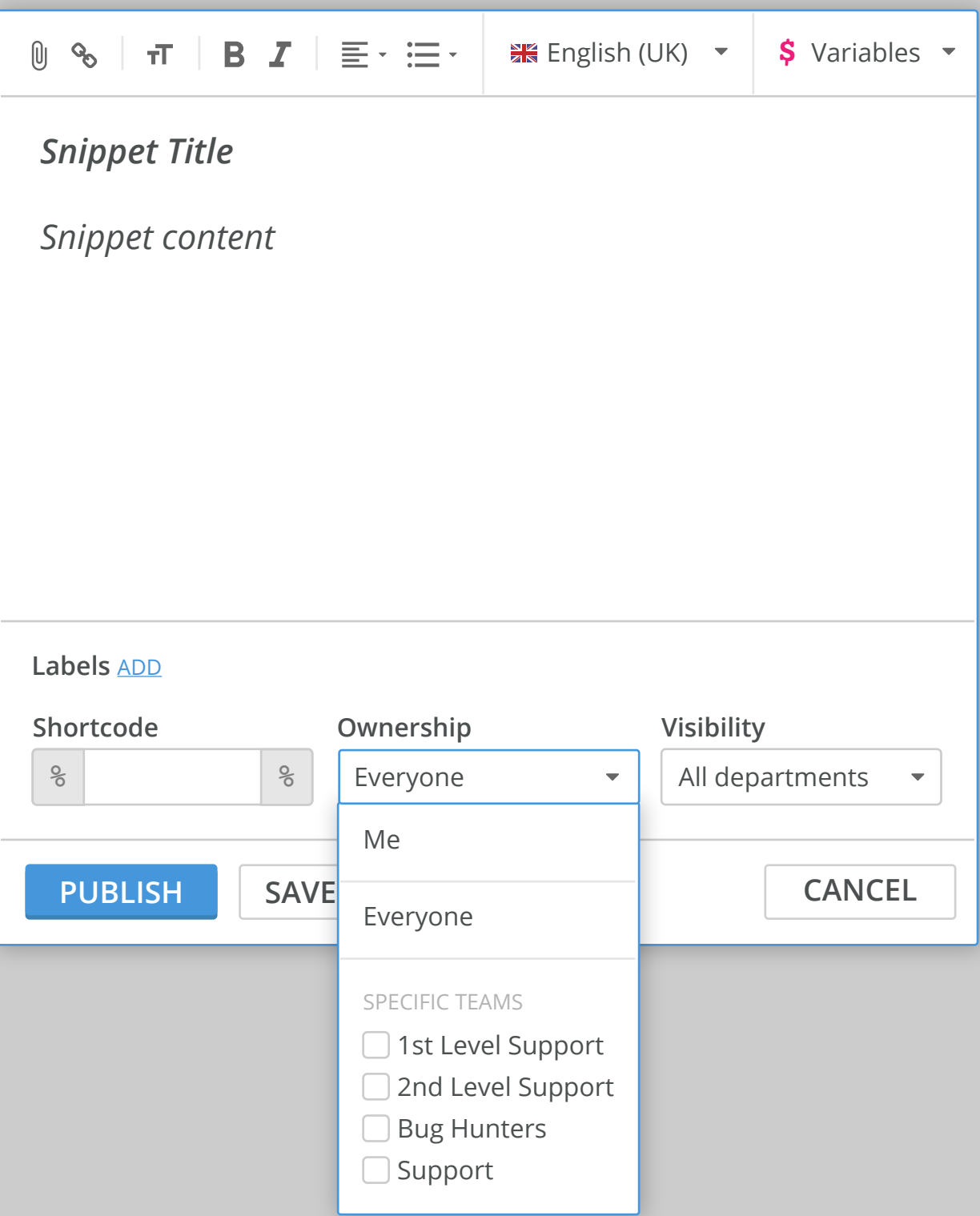
Labels and visibility menus



The add label menu allows agents to type a name of a label which would show a typeahead beneath the input box to suggest existing labels or else a new label will be created if there are no matching labels when agents click add.

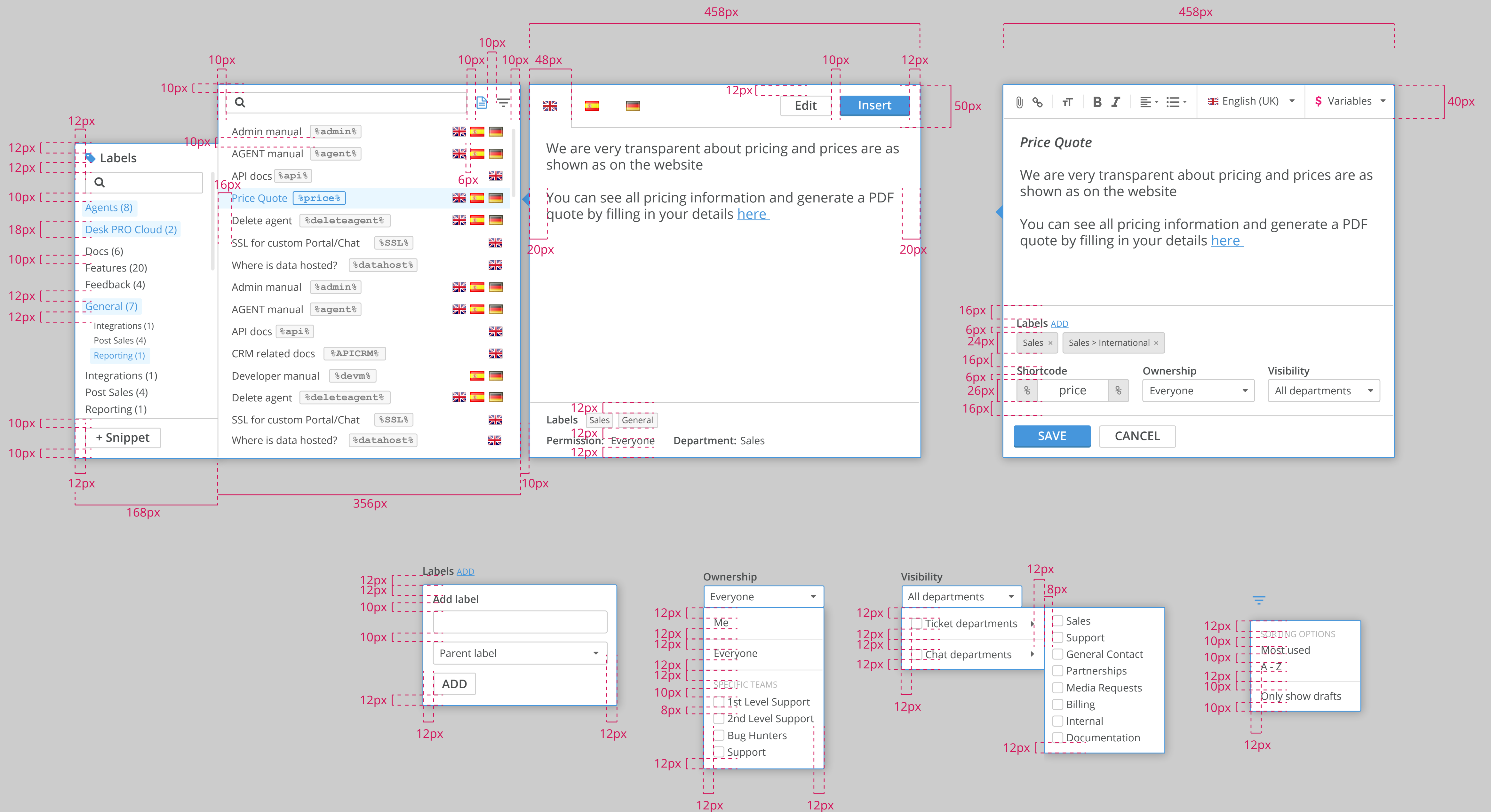
The visibilty dropdown allows agents to choose whether a snippet is visible only to specific departments in tickets and/or chat.

Ownership menus



The ownership list has two quick options for 'Me' or 'Everyone' followed by individually selectable options for specific teams.

Snippets dimensions



Snippets fonts

font-family: Open Sans
font-size: 12px
font-weight: 400
color: \$deskpro-greyscale-850

font-family: Courier New
font-size: 12px
font-weight: bold
color: \$deskpro-greyscale-700

font awesome
\$deskpro-sonic-primary
12px

font awesome
\$deskpro-greyscale-850
12px

font-family: Open Sans
font-size: 12px
font-weight: 400
color: \$deskpro-sonic-primary
with background morning-sky

font-family: Open Sans
font-size: 12px
font-weight: 400
color: \$deskpro-greyscale-850

font-family: Open Sans
font-size: 12px
font-weight: 600
color: \$deskpro-greyscale-850

font-family: Open Sans
font-size: 10px
font-weight: 400
color: \$deskpro-greyscale-850

font-family: Open Sans
font-size: 12px
font-weight: 400
color: \$deskpro-greyscale-850

font-family: Open Sans
font-size: 10px
font-weight: 400
color: \$deskpro-greyscale-850

font-family: Open Sans
font-size: 12px
font-weight: 400
color: \$deskpro-greyscale-850

font-family: Open Sans
font-size: 10px
font-weight: 400
color: \$deskpro-greyscale-850

font-family: Open Sans
font-size: 14px
font-weight: 400
color: \$deskpro-greyscale-850

font-family: Open Sans
font-size: 12px
font-weight: 400
color: \$deskpro-greyscale-850

font-family: Courier New
font-size: 16px
font-weight: Bold
color: \$deskpro-greyscale-700

Labels

Q

Agents (8)

Desk PRO Cloud (2)

Docs (6)

Features (20)

Feedback (4)

General (7)

Integrations (1)

Post Sales (4)

Reporting (1)

+ Snippet

Admin manual

%admin%

🇬🇧

🇪🇸

🇩🇪

AGENT manual

%agent%

🇬🇧

🇪🇸

🇩🇪

API docs

%api%

🇬🇧

Price Quote

%price%

🇬🇧

🇪🇸

🇩🇪

Delete agent

%deleteagent%

🇬🇧

🇪🇸

🇩🇪

SSL for custom Portal/Chat

%SSL%

🇬🇧

Where is data hosted?

%datahost%

🇬🇧

Admin manual

%admin%

🇬🇧

🇪🇸

🇩🇪

AGENT manual

%agent%

🇬🇧

🇪🇸

🇩🇪

API docs

%api%

🇬🇧

CRM related docs

%APICRM%

🇬🇧

Developer manual

%devm%

🇪🇸

🇩🇪

Delete agent

%deleteagent%

🇬🇧

🇪🇸

🇩🇪

SSL for custom Portal/Chat

%SSL%

🇬🇧

Where is data hosted?

%datahost%

🇬🇧

🇬🇧

🇪🇸

🇩🇪

Edit

Insert

We are very transparent about pricing and prices are as shown as on the website

You can see all pricing information and generate a PDF quote by filling in your details [here](#)

Labels

Sales

General

Permission: Everyone

Department: Sales

📎

🔗

🔠

B

I

☰

☷

English (UK)

\$ Variables

Price Quote

We are very transparent about pricing and prices are as shown as on the website

You can see all pricing information and generate a PDF quote by filling in your details [here](#)

Labels [ADD](#)

Sales

Sales > International

Shortcode

%

price

%

Ownership

Everyone

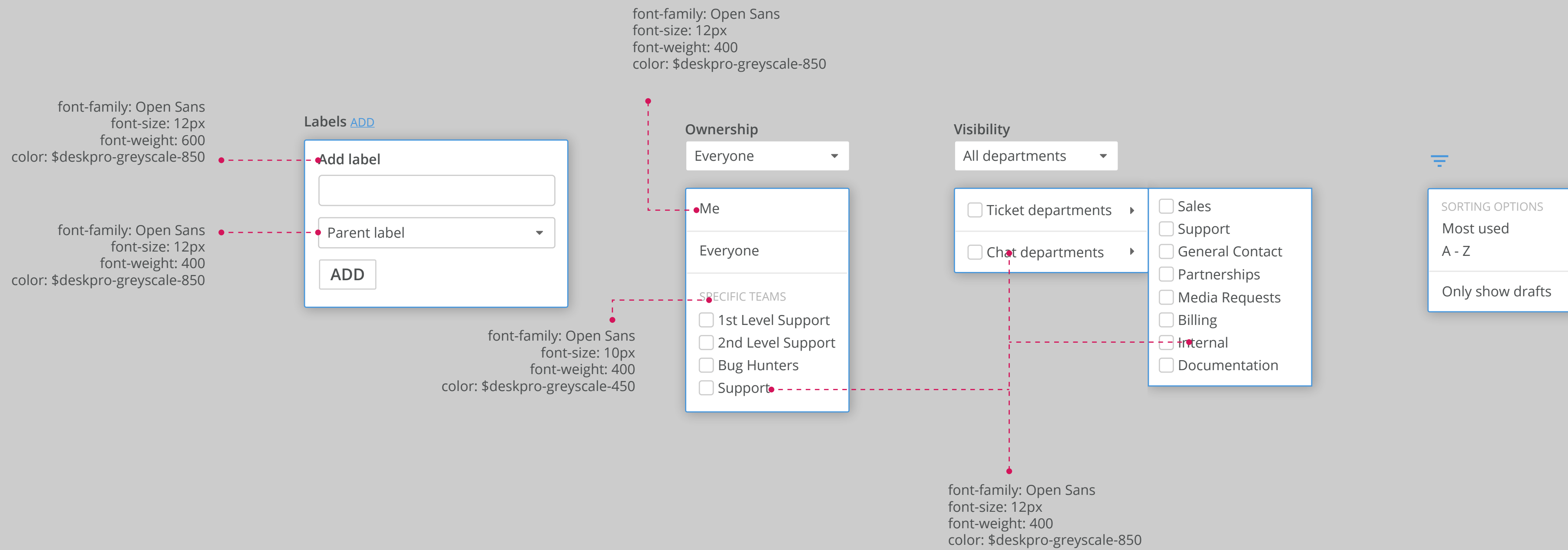
Visibility

All departments

SAVE

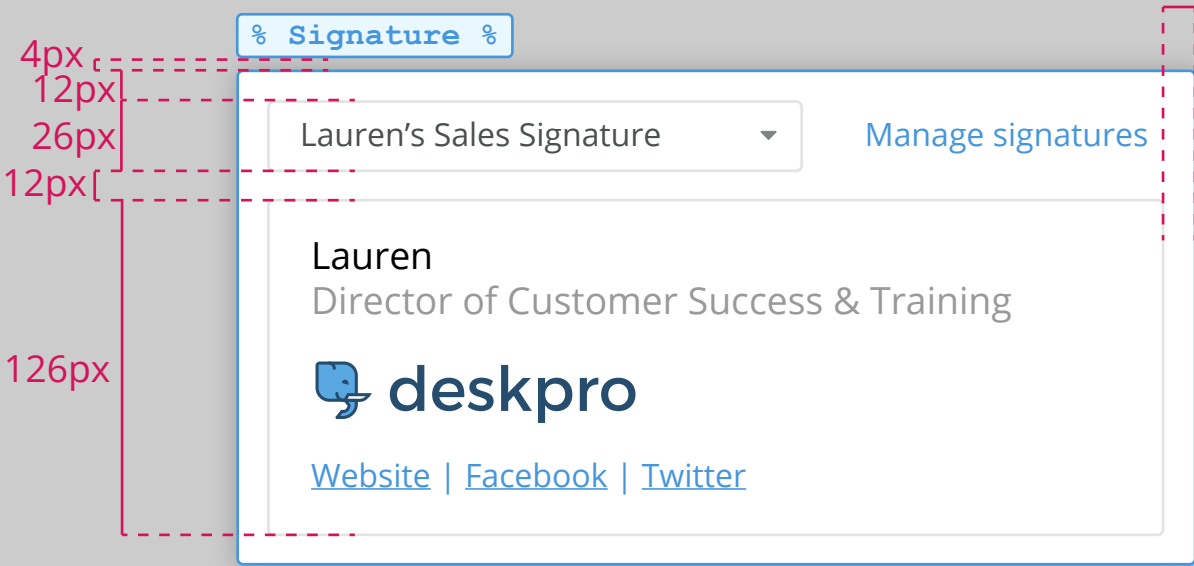
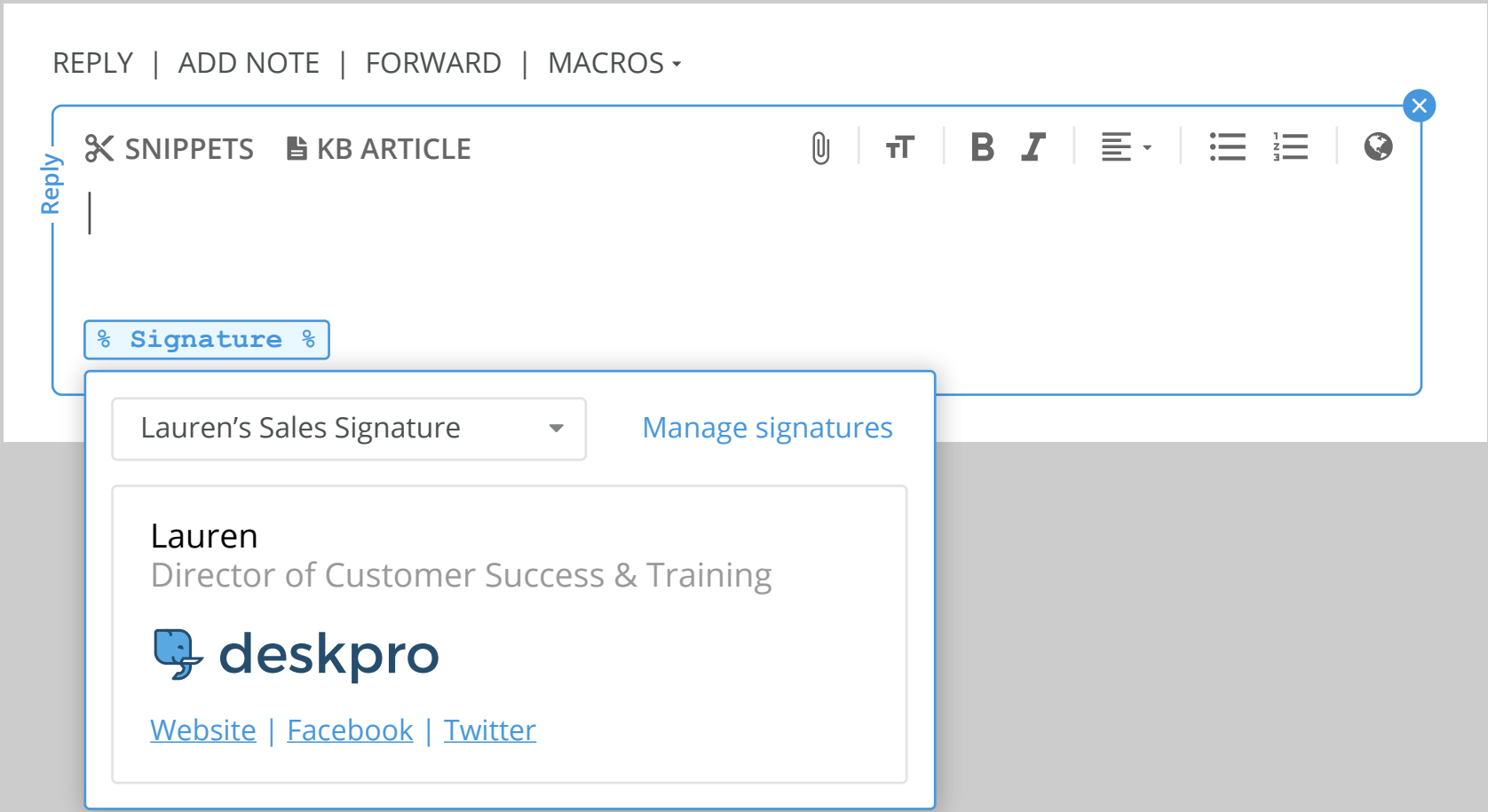
CANCEL

Fonts continued



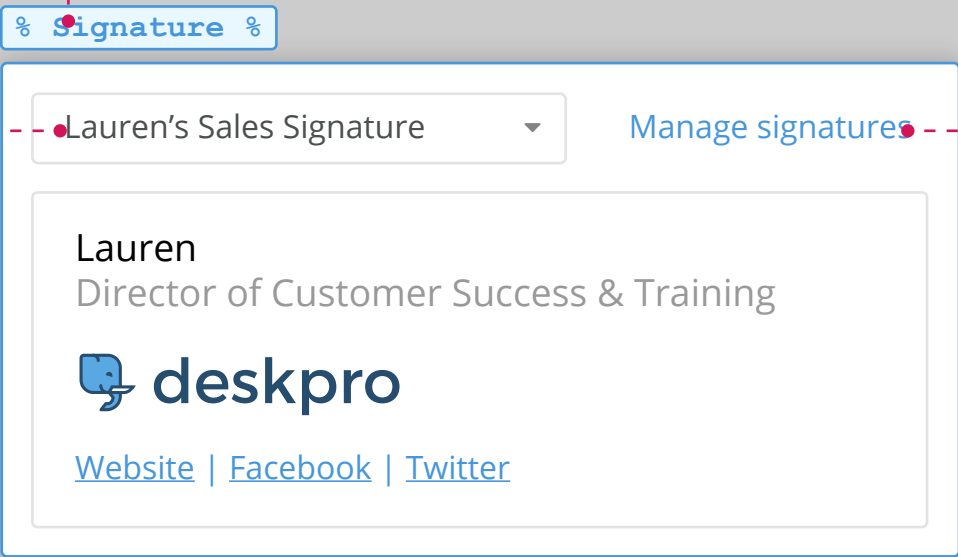
Signature overview

Replies and forwarding have a signature option in the bottom-left of the editor box that can be clicked to reveal the signature that is applied to the message. Agents can change the signature by selecting from a list of signatures available to them in a dropdown at the top. There is also a ‘manage signatures’ link that will take agents to the interface where they normally manage their signatures.



font-family: Courier New
font-size: 16px
font-weight: Bold
color: \$deskpro-sonic-primary

font-family: Open Sans
font-size: 12px
font-weight: 400
color: \$deskpro-greyscale-850

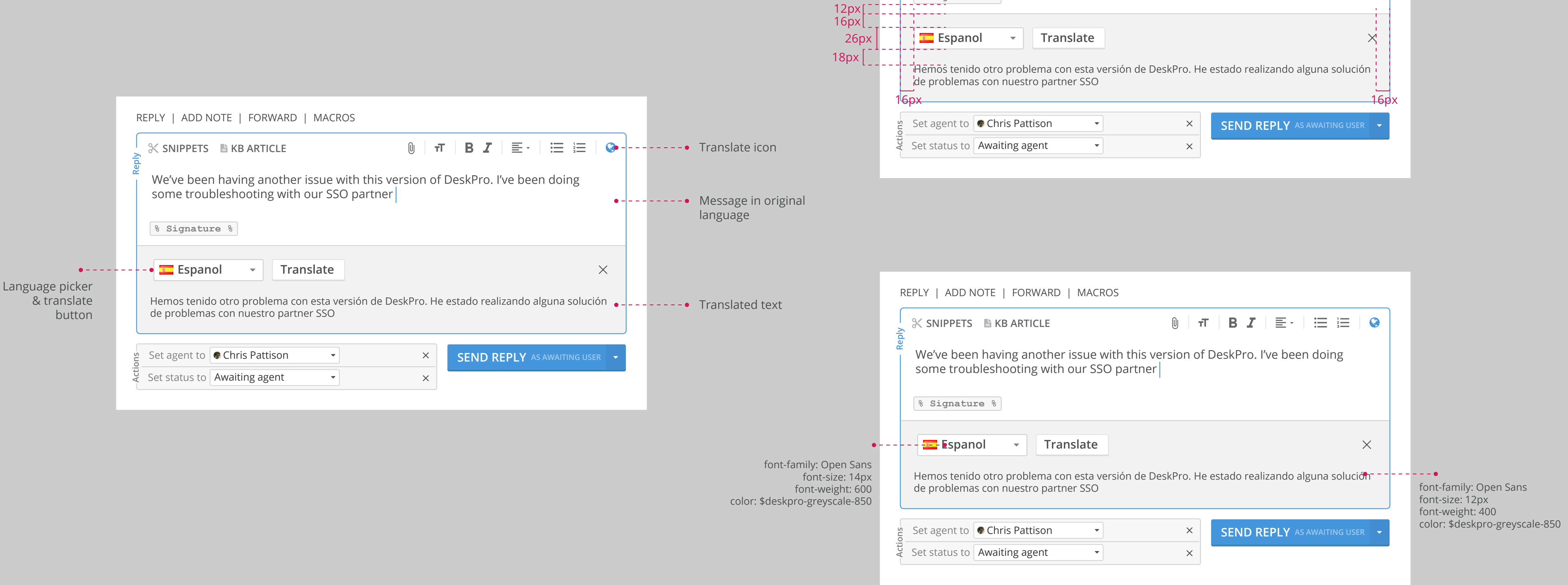


font-family: Open Sans
font-size: 12px
font-weight: 400
color: \$deskpro-sonic-primary

Translate message

In the top-right corner of the editor there is a languages icon (the globe). When this is clicked a new parti- tion is created in the input box with a languages section in the bottom half. We will automatically select the most appropriate language based on the ticket or agent settings, though other languages can be chosen from the dropdown. To perform a translation the ‘Translate’ button much be clicked each time.

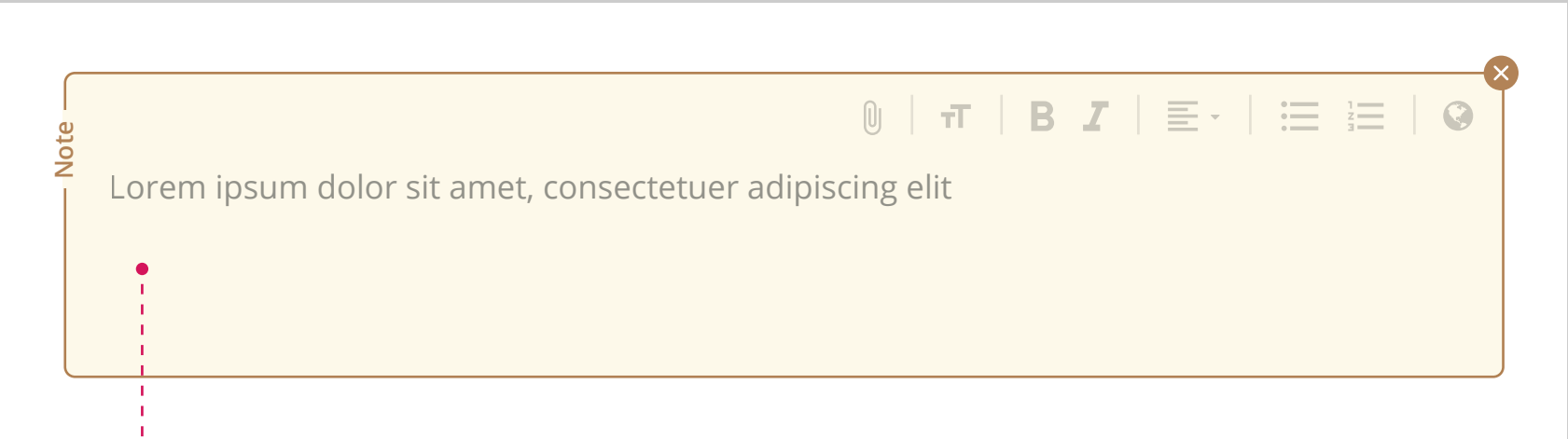
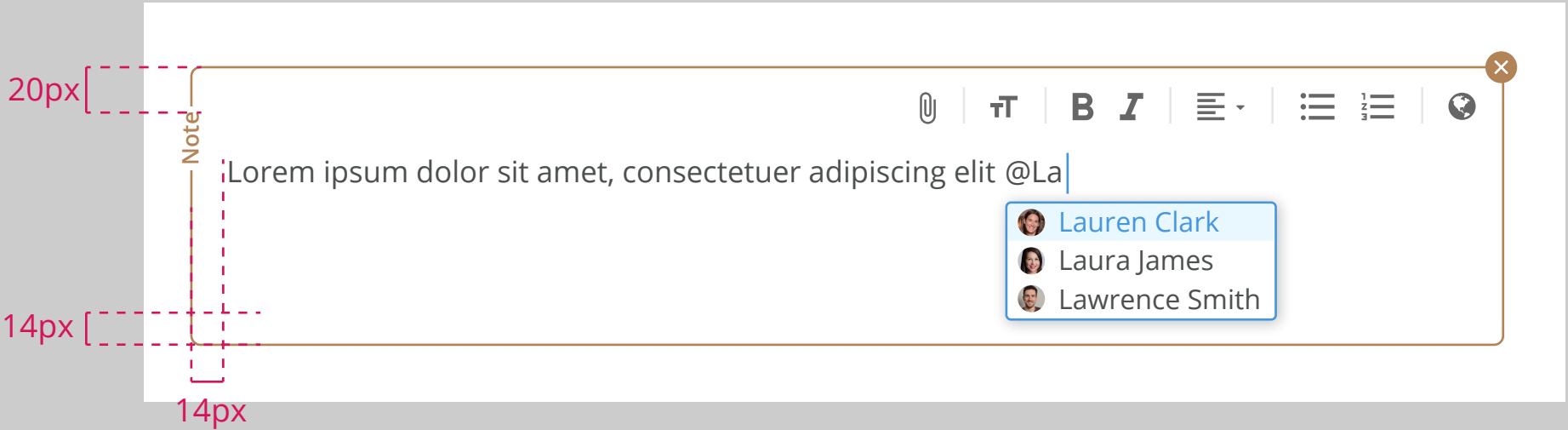
If an agent wishes to cancel/end the translation there is an ‘x’ in the corner that can be clicked. As long as the translate is active then it is te translated message that will be sent.



Notes dimensions and fonts

When writing notes the editor has a brown border and when it is inactive it has a light yellow overlay with transparency (similar to the blues of the reply box). Notes, as with the current Deskpro interface are only visible to agents/admin using the helpdesk/managing tickets.

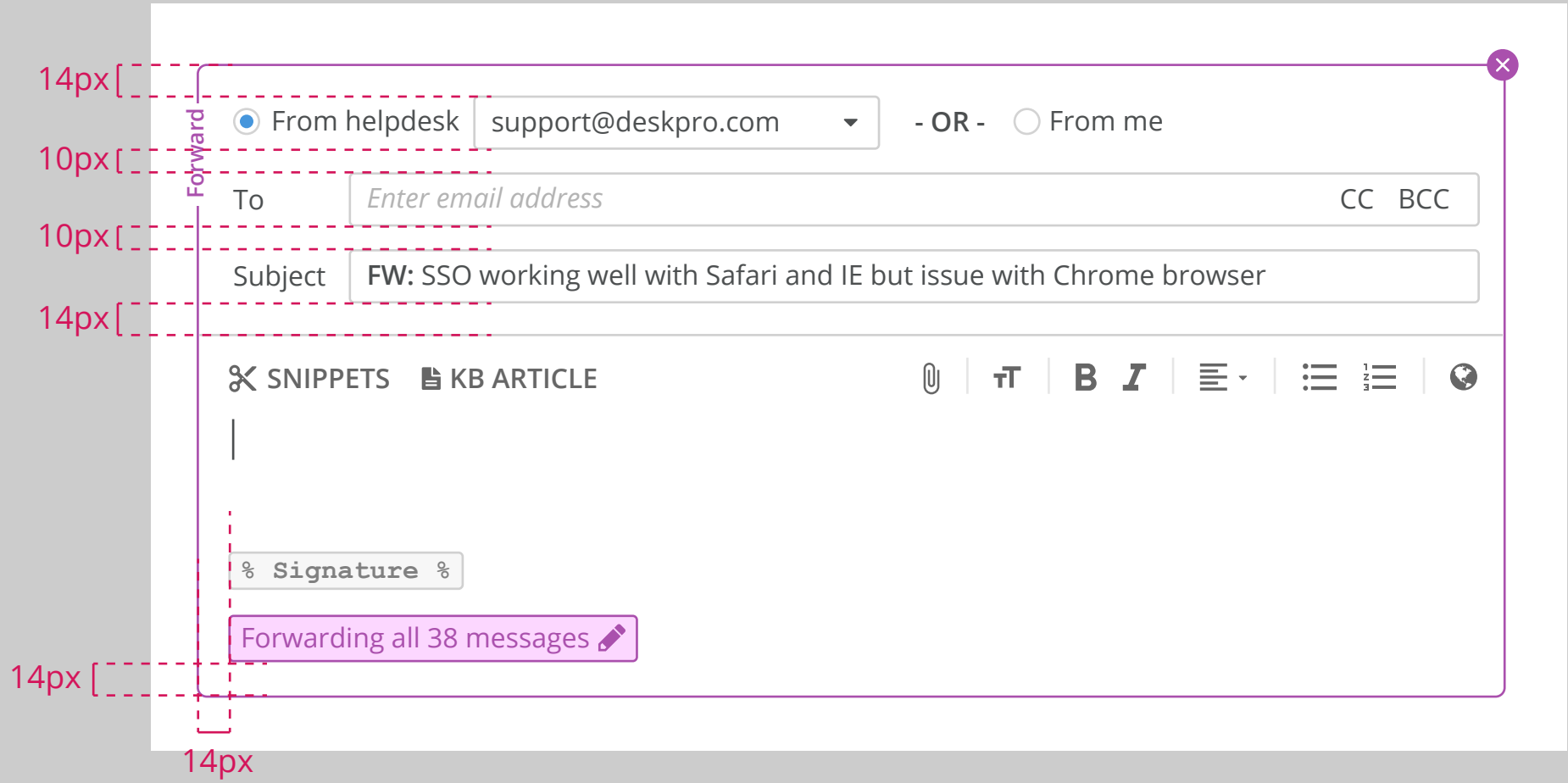
This page also shows an example of @mentions in messages. These function the same as in the existing deskpro interface as well.



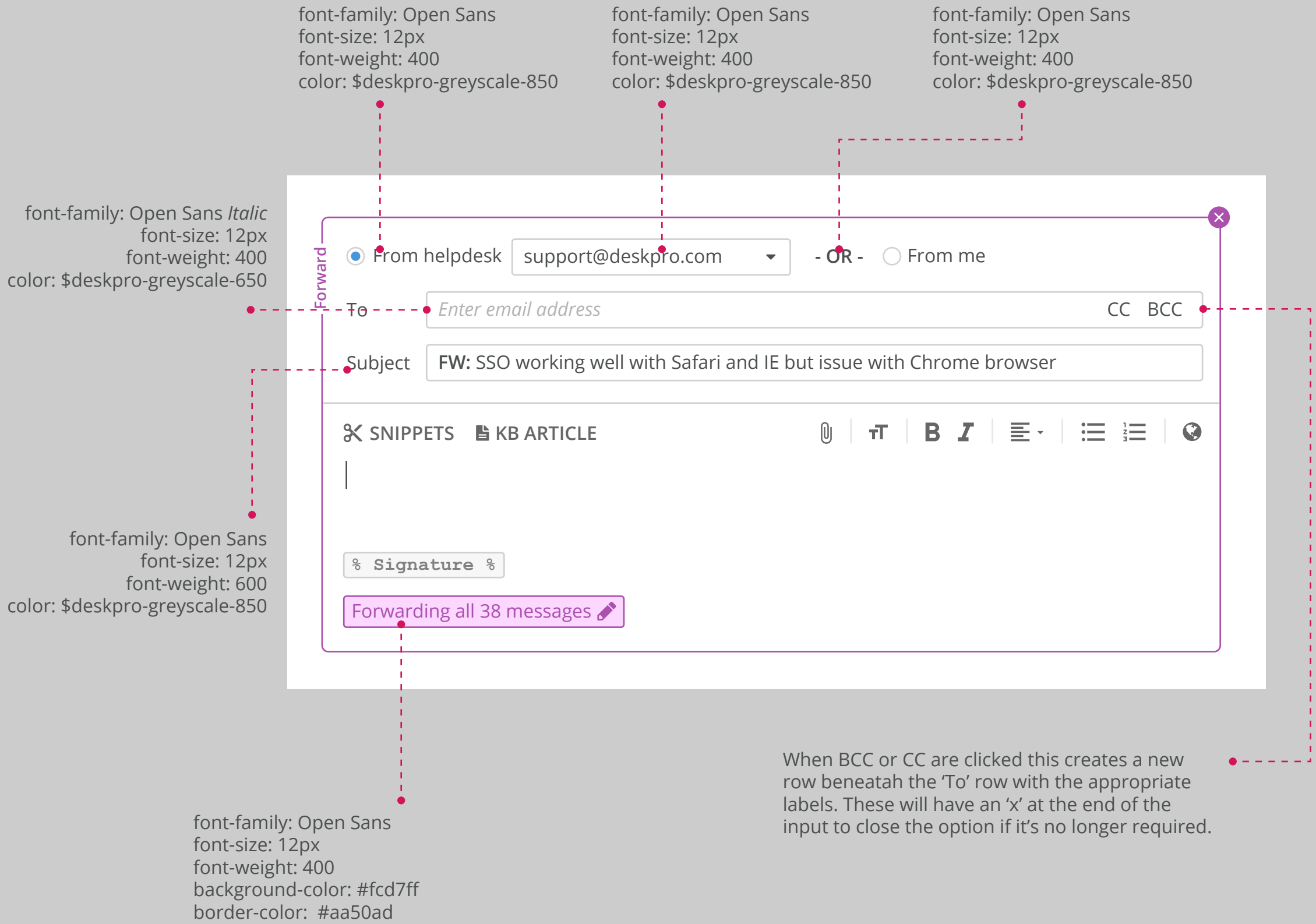
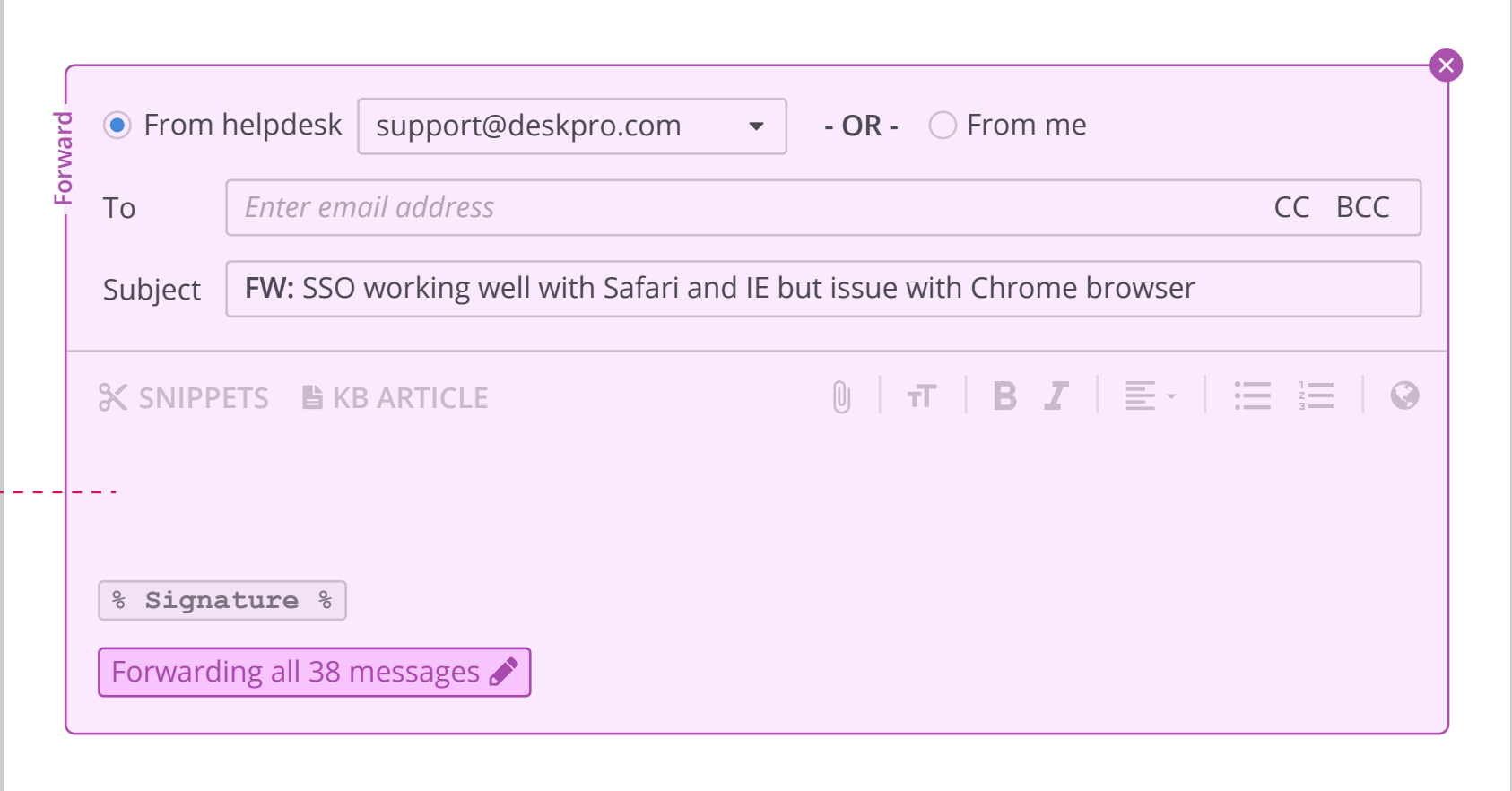
The normal border colour is #b28357 and when the boxes are inactive there is a light brown/yellow overlay that covers the WYSIWYG until the box is activated again (by clicking on it). The overlay is #fdf9ea with a multiply to apply the transparency.

Forwarding dimensions and fonts

Forwarding has a purple border and a light pink/purple overlay when inactive. The top section has options around from’s a to’s as well as a subject line (which is populated by the ticket subject but is editable.). Underneath this is a standard editor box as with the replies but there is an additional count of the total forwarded messages . When clicking the edit pencil on the forwarding all messages button there would be a modal window with the list of messages with select boxes that can be checked an unchecked. This is styled the same as the split message modal which is detailed later in the document.



The normal border colour is #aa50ad and when the boxes are inactive there is a light pink/purple overlay that covers the whole box is activated again (by clicking on it). The overlay is #fbe9ff with a multiply to apply the transparency.



Actions

Actions that are not going to be performed until the reply button is clicked are displayed in a list next to the button. There are default s such as ‘set agent’ but also macros that have been selected (that don’t perform actions instantly) are listed here as well. Individual rows can be dismissed by clicking the ‘x’ at the end of the row.

Default actions

Actions

Set agent to

Chris Pattison

Set status to

Awaiting agent

SEND REPLY

AS AWAITING USER

Actions

Set agent to

Chris Pattison

Set status to

Awaiting agent

SEND REPLY

AS AWAITING USER

Further actions

Actions

Set agent to

Chris Pattison

Set status to

Awaiting agent

Macro: Set urgency to 10 Assign to 2nd Level Support

SEND REPLY

AS AWAITING USER

font-family: Open Sans
font-size: 12px
font-weight: 400
color: \$deskpro-greyscale-700

font-family: Open Sans
font-size: 12px
font-weight: 400
color: \$deskpro-greyscale-850

Actions

Set agent to

Chris Pattison

Set status to

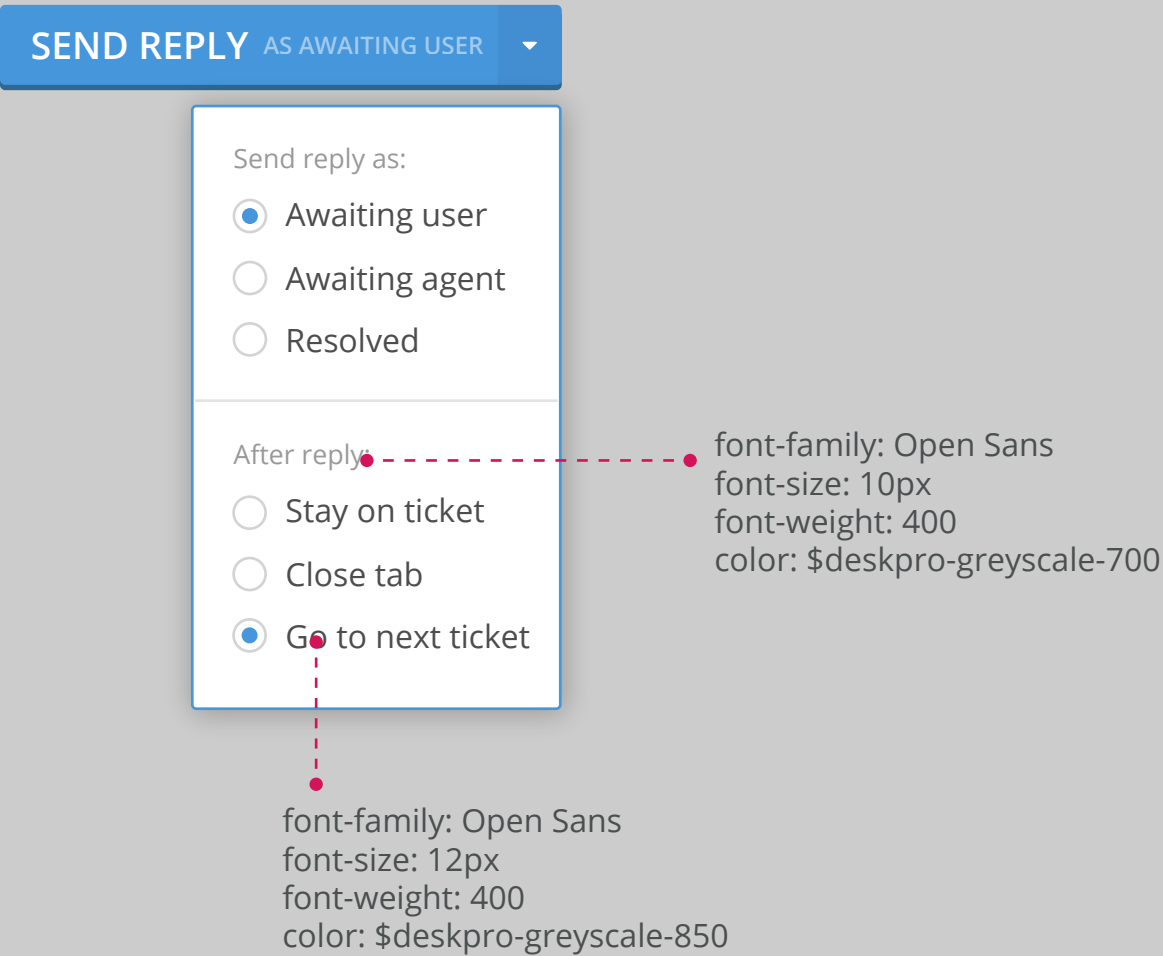
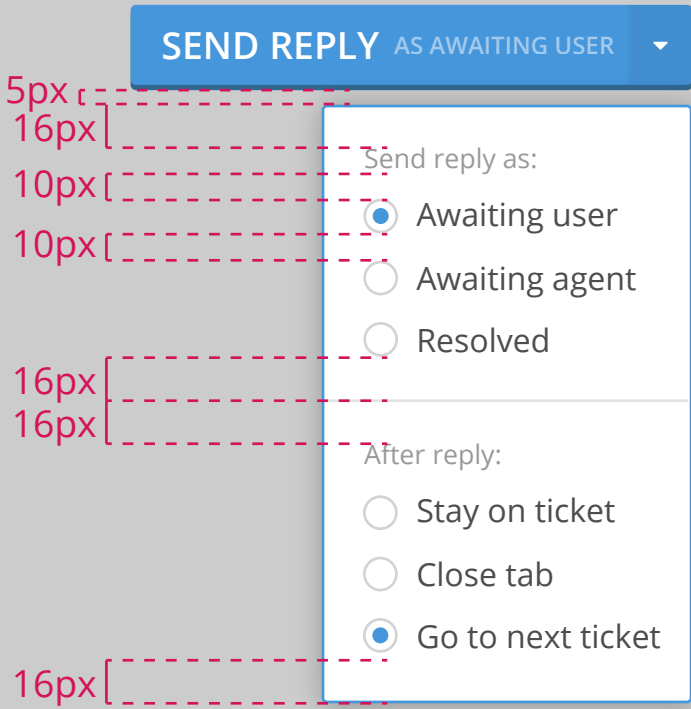
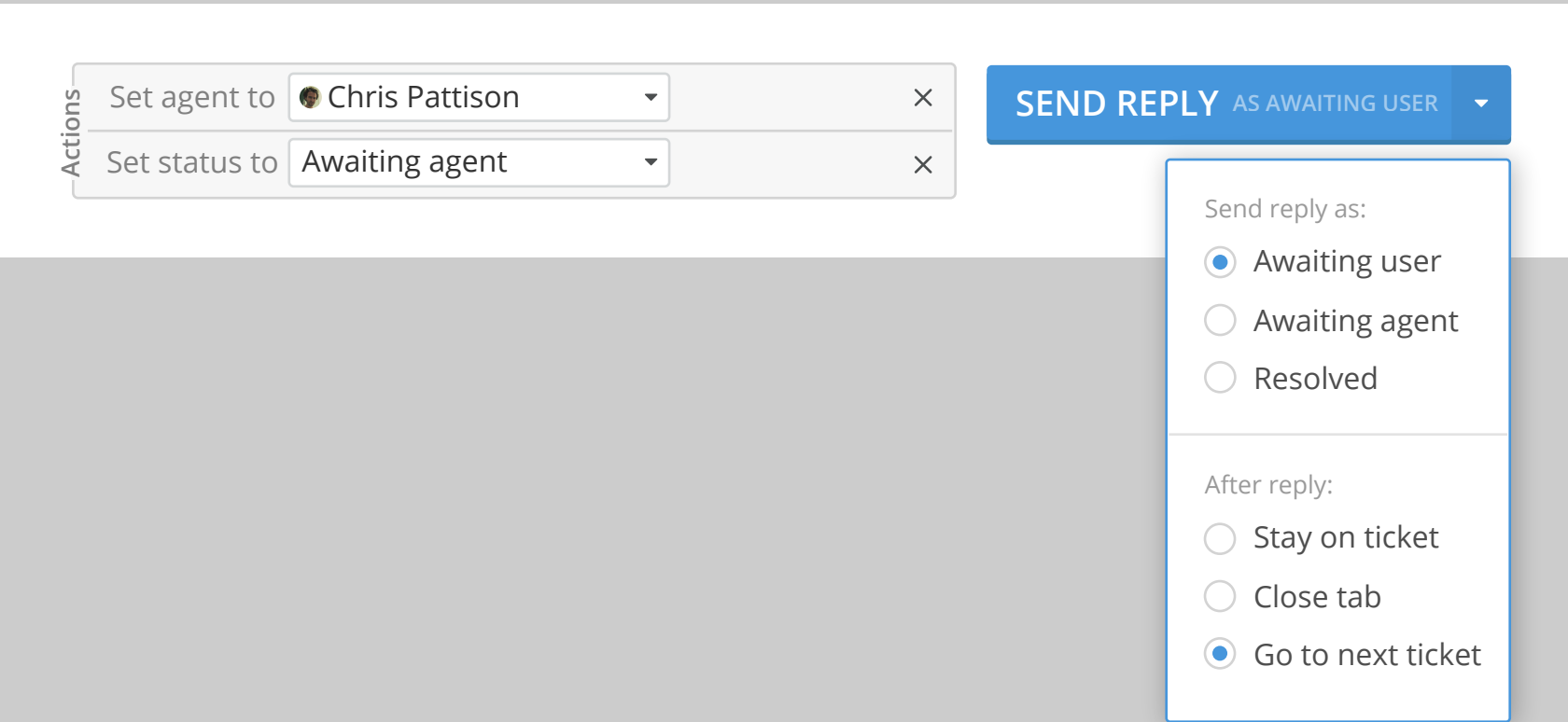
Awaiting agent

Macro: Set urgency to 10 Assign to 2nd Level Support

font-family: Open Sans
font-size: 12px
font-weight: 400
color: \$deskpro-greyscale-850

Reply button

Agents can click the ‘SEND REPLY’ button at any time once content has been added to one of the editor boxes or a macro has been applied etc. By default this will set the status as ‘Awaiting user’ and after reply it will ‘Stay on ticket’ but this can be changed using the arrow dropdown at the end of the button. The ‘after reply’ setting is maintained as a default setting if changed.



Attachments

Attachments can be added by clicking on the attachment (paperclip) icon in the editor or by dragging and dropping a file. A loading bar (same as the one used in the ticket list for queued mass actions) appears above the actions and once the file is load a row is visible showing the file name and size of the attachment. The file can be removed by clicking on the ‘x’ in the right of the row.

REPLY | ADD NOTE | FORWARD | MACROS ▾

✂ SNIPPETS 📄 KB ARTICLE

📎

↶

B

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☰

☰

🌐

Drop files to attach them to this reply

% Signature %

Actions

Set agent to

👤 Chris Pattison

×

Set status to

Awaiting agent

×

SEND REPLY AS AWAITING USER ▾

REPLY | ADD NOTE | FORWARD | MACROS ▾

✂ SNIPPETS 📄 KB ARTICLE

📎

↶

B

I

☰

☰

☰

🌐

% Signature %

Attachment: Screenshot_20.11.2016.png (176kb) ×

SEND REPLY AS AWAITING USER ▾

Actions

Set agent to

👤 Chris Pattison

×

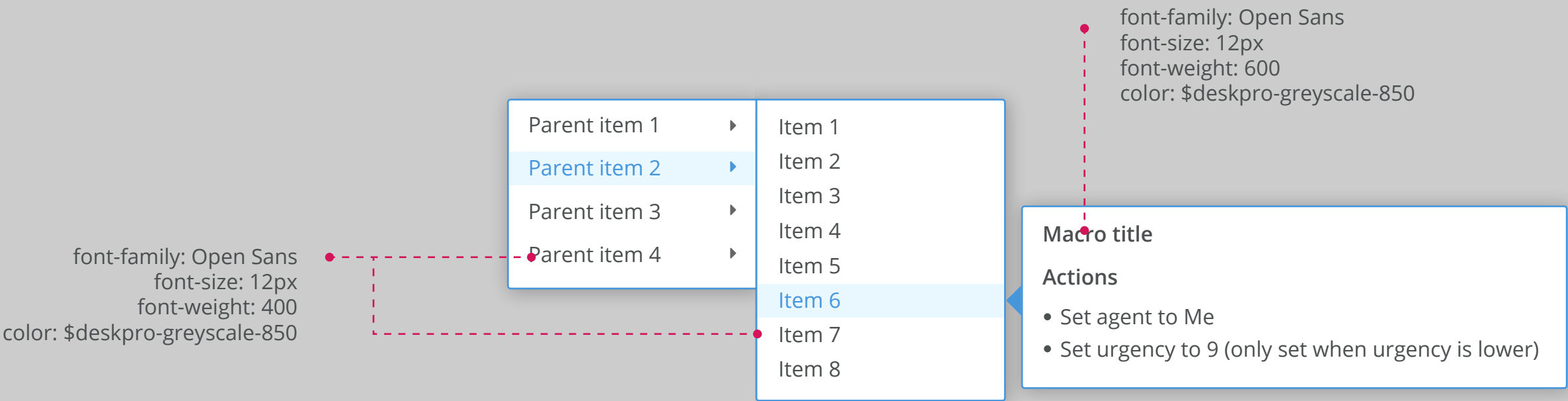
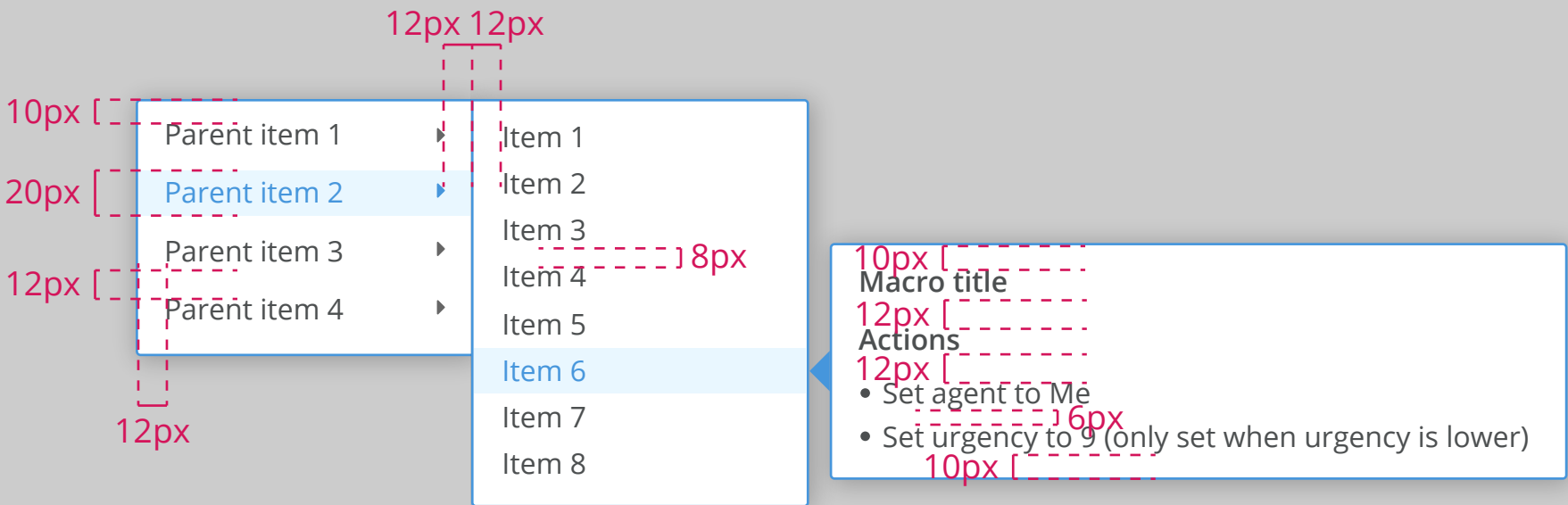
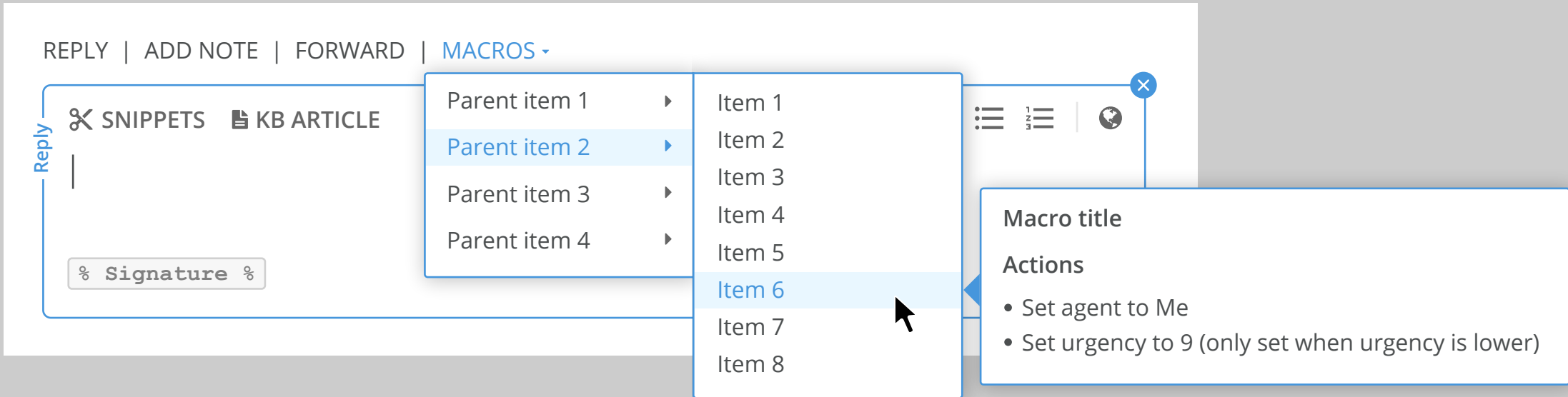
Set status to

Awaiting agent

×

Macros

Macros have a similar menu design to others we have seen in the earlier specification of Deskpro agent.



New ticket form

When agents wish to create a new ticket there is a simplified version of the ticket form with the required fields highlighted in orange. There is the option to choose a person or create a new one. The 'create ticket' button is inactive until the compulsory fields have had data added to them.

Search ...

3

1

+

Tickets

AWAITING AGENT

My tickets1

Tickets I follow0

Unassigned tickets0

All tickets90

FILTERS

SAVED SEARCHES

PROBLEMS & INCIDENTS (2)

LABELS

MY STARS (3)

ORDER BY
Department & Urgency

FACETING BY
2 Agents, 2 Departments

83995 – SSO Information★

Kenneth James <kenneth@windfa...> Windfarms L...12 hr 30 min

74562 – Portal disabled landing message

Toby Falkirk <t.falkirk@ramb...>Failed

63331 – Inventory component★

Mark Jarvis <mjarvis@econorob.nl>3 hours

74562 – Allow anyone to email support

Kenneth James <kenneth@windfarms.com>2 hr 16 min

63331 – AW: Need some help?

Toby Falkirk <t.falkirk@rambling.com>12 hr 43 min

83995 – SSO working well with Safari and IE b...

Mark Jarvis <mjarvis@econorob.nl>10.5 hours

74562 – Enjoying your helpdesk?★

Kenneth James <kenneth@windfarms.com>43 min

74562 – Product enquiry

Vijay Singh <singh.v@leafywifi.com>3 days

SUPPORT

63331 – Inventory component★

Mark Jarvis <mjarvis@econorob.nl>12 hr 43 min

Department: Support | Language: Italiano | Last reply: 9 weeks ago

74562 – Enjoying your helpdesk?★

Kenneth James <kenneth@windfarms.com>4 weeks

Department: Sales | Language: English (US) | Last reply: 5 months ago

63331 – Inventory component★

RE: Need some help?
James Colbert

SSO working well wit...
Zack Prudent

Deskpro Organisation

Choose a person

Actions

OVERVIEW

TASKS

BILLING

LICENSE

Ticket subject

Labels: +

Reply

Add note

Forward

Macros

Message

SNIPPETS KB ARTICLE

% Signature %

Set agent to Chris Pattison

Set status to Awaiting agent

CREATE TICKET AS AWAITING USER

STATUS & TIMES

Awaiting Agent1

SLAS (5)

AGENTS & TEAM

AGENT Assign to me | Unassign

Chris Pattison

TEAM Unassign

Please select

FOLLOWERS Add | Add me

TICKET PROPERTIES

DEPARTMENT

Support

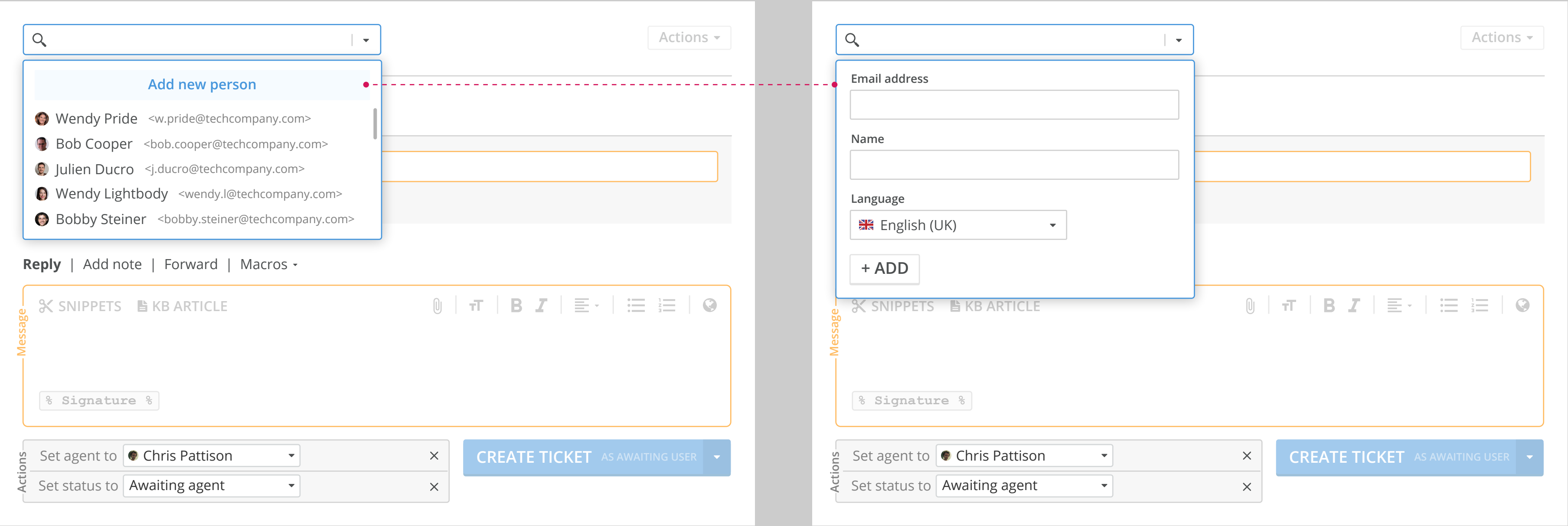
LANGUAGE

English (UK)

4 MORE FIELDS

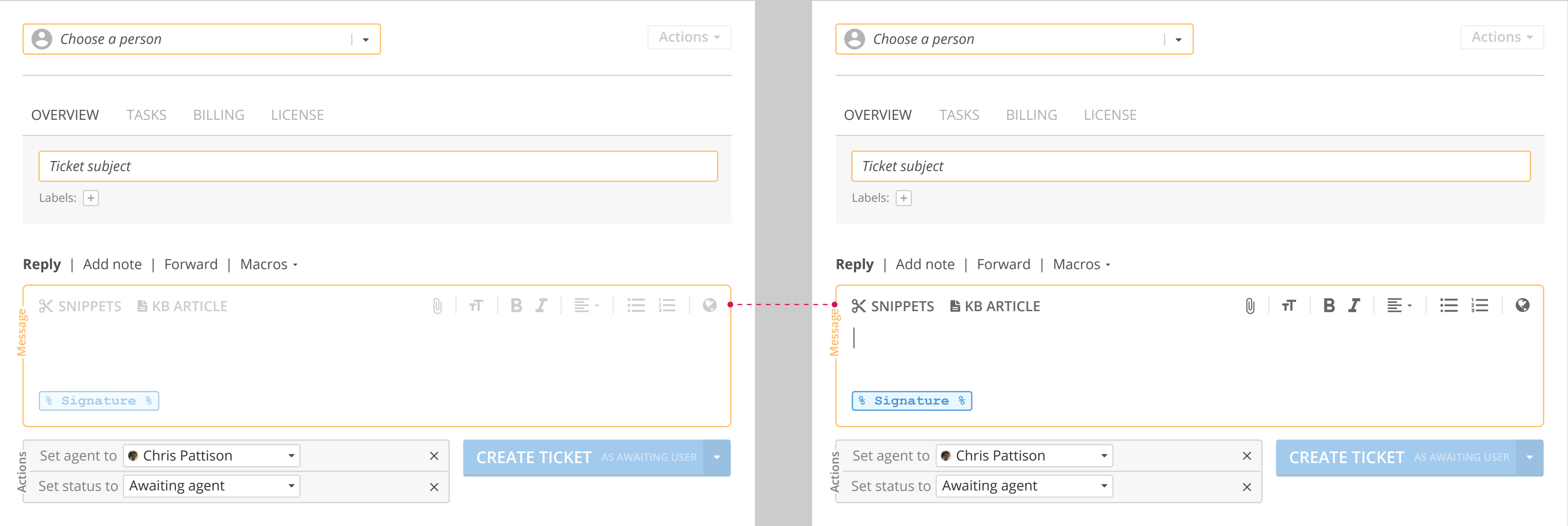
Add person dropdown

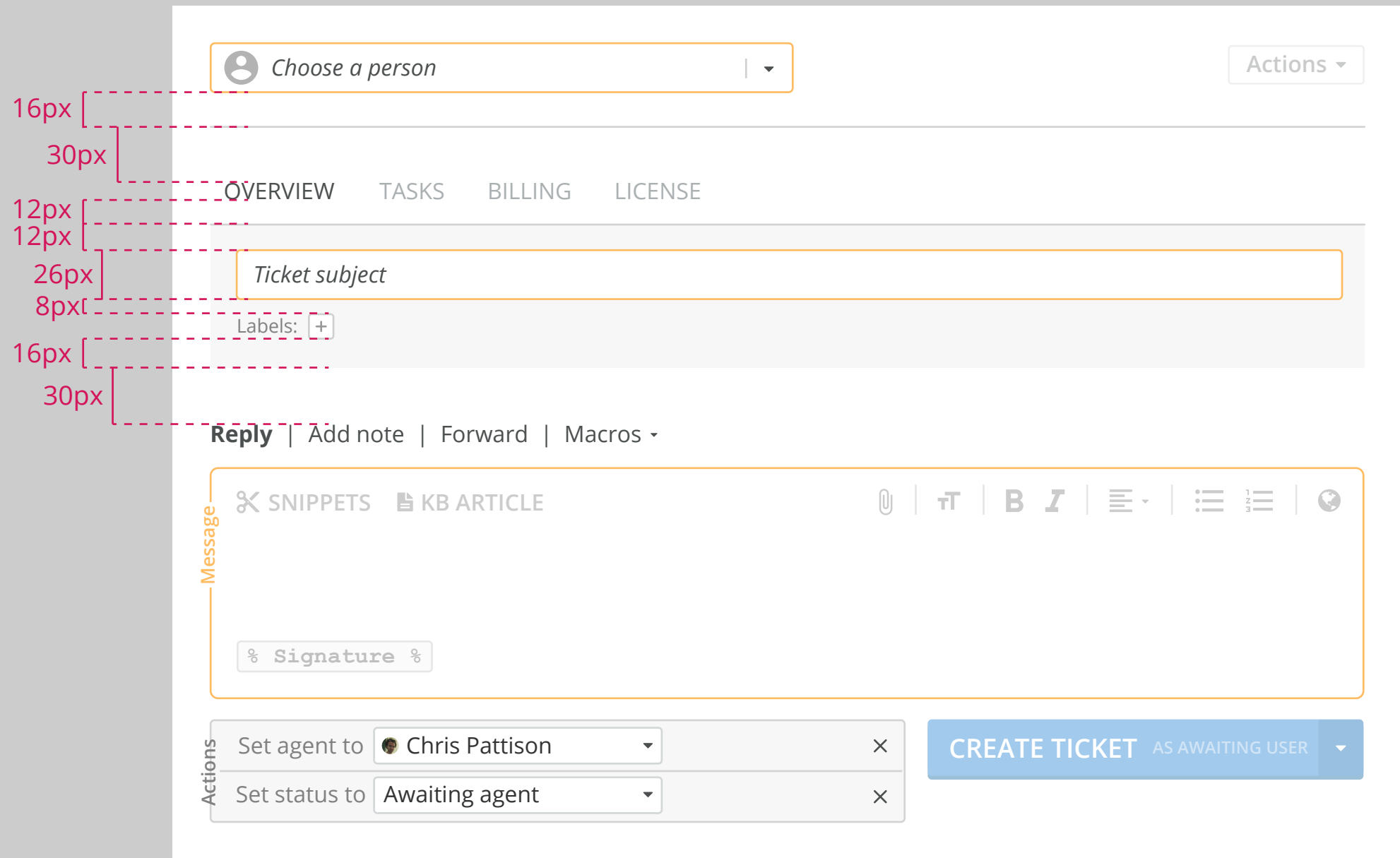
When adding a person there is a search box that can refine the scrollable list of exist people in the helpdesk. If there are no results then the new person form should automatically replace the list, or alternatively users can click this immediately if they know they need to add a new user.



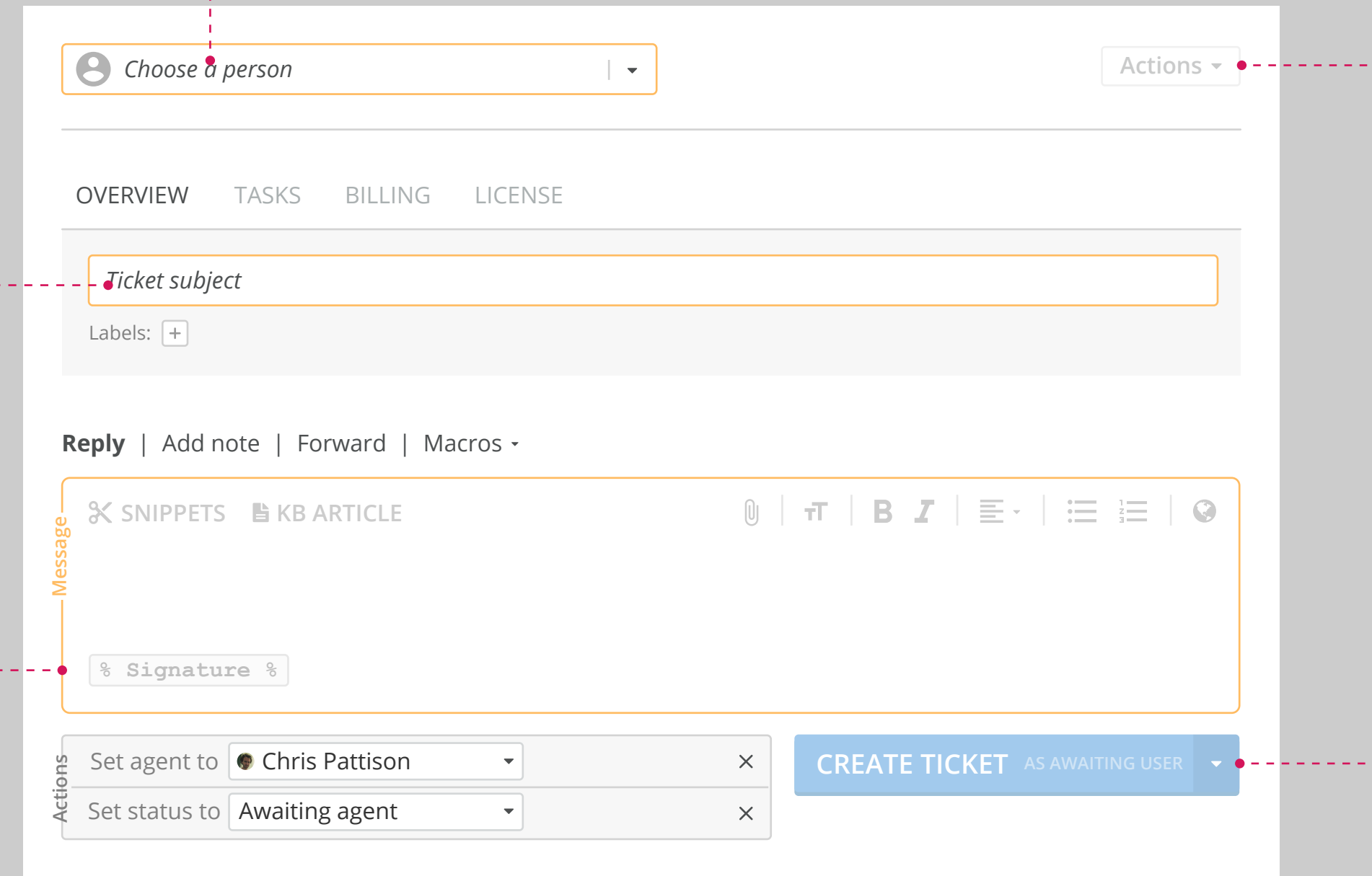
Active vs inactive message box

When the message box is inactive (the cursor not in it etc) then the icons and signature box are faded by 50% opacity. Once active they become 100% opactiy and the cursor appears in the box.





font-family: Open Sans Italic
font-size: 12px
font-weight: 400
color: \$deskpro-greyscale-850



Borders and text
rendered in orange use
\$deskpro-tails-primary.

Any faded out items
have 50% opacity.

+

ORDER BY
Department & Urgency

FACETING BY
2 Agents, 2 Departments

RE: Need some help?
James Colbert

SSO working well wit...
Zack Prudent

Deskpro
Organisation

SALES

83995 – SSO Information ★

Kenneth James <kenneth@windfa...> Windfarms L...
12 hr 30 min

74562 – Portal disabled landing message

Toby Falkirk <t.falkirk@ramb...>
Failed

63331 – Inventory component ★

Mark Jarvis <mjarvis@econorob.nl>
3 hours

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Kenneth James <kenneth@windfarms.com>
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83995 – SSO working well with Safari and IE b...

MarkJarvis <mjarvis@econorob.nl>
10.5 hours

74562 – Enjoying your helpdesk? ★

Kenneth James <kenneth@windfarms.com>
43 min

74562 – Product enquiry

Vijay Singh <singh.v@leafywifi.com>
3 days

SUPPORT

63331 – Inventory component ★

Mark Jarvis <mjarvis@econorob.nl>
12 hr 43 min

Department: Support | Language: Italiano | Last reply: 9 weeks ago

74562 – Enjoying your helpdesk? ★

Kenneth James <kenneth@windfarms.com>
4 weeks

Department: Sales | Language: English (US) | Last reply: 5 months ago

63331 – Inventory component ★

Mark Jarvis <mjarvis@econorob.nl>
12 hr 43 min

Custom work Report back on bug fix VIP
Department: Support | Language: Italiano | Last reply: 9 weeks ago

Optical

Zack Prudent
zack.prudent@techcom...+5

ID 83995

Actions

OVERVIEW

TASKS

BILLING

LICENSE

☆ SSO working well with Safari and IE but issue with Chrome browser

Labels: Custom work × Report back on bug fix × VIP × +

REPLY | ADD NOTE | FORWARD | MACROS ▾

&X SNIPPETS KB ARTICLE

|📎|⌂|B|i||☰|☷|🌐

MESSAGES & NOTES

FULL LOG

Zack Prudent✉ zack.prudent@techcompany.comToday at 11.34am ⚙️

USER REPLY

Good day Brian,

We've been having another issue with this version of DeskPro. I've been doing some troubleshooting with our SSO partner but no luck so far so I thought it wouldn't hurt to bounce it off of you. The thing is, we configured both Agent and User modules to use SSO and it was working great for a few days. When I came into the office last week Friday I realized that I wasn't able to log into the Admin/Agent portals but I was able to log in to the User portal. Upon further investigation, we realized that we weren't able to log in if the SSO URLs were the same.

We tried clearing browser data in Chrome and trying incognito but no luck. Have you ever seen anything like this before?

Let me know if anything pops up in your head.

Thanks,
Zack

...

Harry Krimbo03/11/2016 at 09.58am ⚙️

AGENT NOTE

I've asked one of the tech guys to take a look but don't want to reply until we know the timeframe for a resolution.

Harry Krimbo03/11/2016 at 09.58am ⚙️

AGENT REPLY

Hi Zack,

Status & Times

Awaiting Agent10

Created2 weeks ago

Current user wait12 hr 43 min

SLAS (5)

3 hoursTime until resolution

10.5 hoursTime awaiting reply

AGENTS & TEAM

AGENTAssign to me | UnassignChris Pattison

TEAMUnassign2nd Level Support

FOLLOWERS (7)Add | Add meWendy Pride × Zack Cooper × ...

TICKET PROPERTIES

DEPARTMENTSupport

PRODUCTDeskPRO Cloud

LANGUAGEEnglish (UK)

PROBLEMElasticsearch

Messages and Full log



All messages, replies, forwarded messages and notes are all recorded in the messages and notes tab at the bottom half of the page. The second tab 'Full Log' contains a record of all the changes to the ticket such as message logs, status changes, assigned changes etc.

First line shows the name or the user or agent alone with their email address or if another source e.g. twitter then the icon for that source and their handle. On the right-hand side of the row is the settings cog with menu options and the date that the message was sent.

Below the heading section for the message is the message content.

MESSAGES & NOTES

FULL LOG

 **Zack Prudent**  zack.prudent@techcompany.com

Today at 11.34am



USER REPLY

Good day Brian,

We've been having another issue with this version of DeskPro. I've been doing some troubleshooting with our SSO partner but no luck so far so I thought it wouldn't hurt to bounce it off of you. The thing is, we configured both Agent and User modules to use SSO and it was working great for a few days. When I came into the office last week Friday I realized that I wasn't able to log into the Admin/Agent portals but I was able to log in to the User portal. Upon further investigation, we realized that we weren't able to log in if the SSO URLs were the same.

We tried clearing browser data in Chrome and trying incognito but no luck. Have you ever seen anything like this before?

Let me know if anything pops up in your head.

Thanks,
Zack

...

After the first line their is the type of reply the message contains i.e. Agent reply, User reply or agent note. In the case of Forwarded messages the layout is slightly different and specified later.

Below the message there can be lists of attachments, '...' buttons to reveal collapsed messaged in the chain of messages and also a 'show more' style line for when messages are very long and we don't reveal all the content at once.

font-family: Open Sans
font-size: 12px
font-weight: 400
color: \$deskpro-greyscale-850

font-family: Open Sans
font-size: 14px
font-weight: 600
color: \$deskpro-greyscale-850

font-family: Open Sans
font-size: 10px
font-weight: 400
color: \$deskpro-greyscale-700

font-family: Open Sans
font-size: 10px
font-weight: 400
color: \$deskpro-greyscale-700

MESSAGES & NOTES

FULL LOG

 **Zack Prudent**  zack.prudent@techcompany.com

Today at 11.34am



USER REPLY

Good day Brian,

We've been having another issue with this version of DeskPro. I've been doing some troubleshooting with our SSO partner but no luck so far so I thought it wouldn't hurt to bounce it off of you. The thing is, we configured both Agent and User modules to use SSO and it was working great for a few days. When I came into the office last week Friday I realized that I wasn't able to log into the Admin/Agent portals but I was able to log in to the User portal. Upon further investigation, we realized that we weren't able to log in if the SSO URLs were the same.

We tried clearing browser data in Chrome and trying incognito but no luck. Have you ever seen anything like this before?

Let me know if anything pops up in your head.

Thanks,
Zack

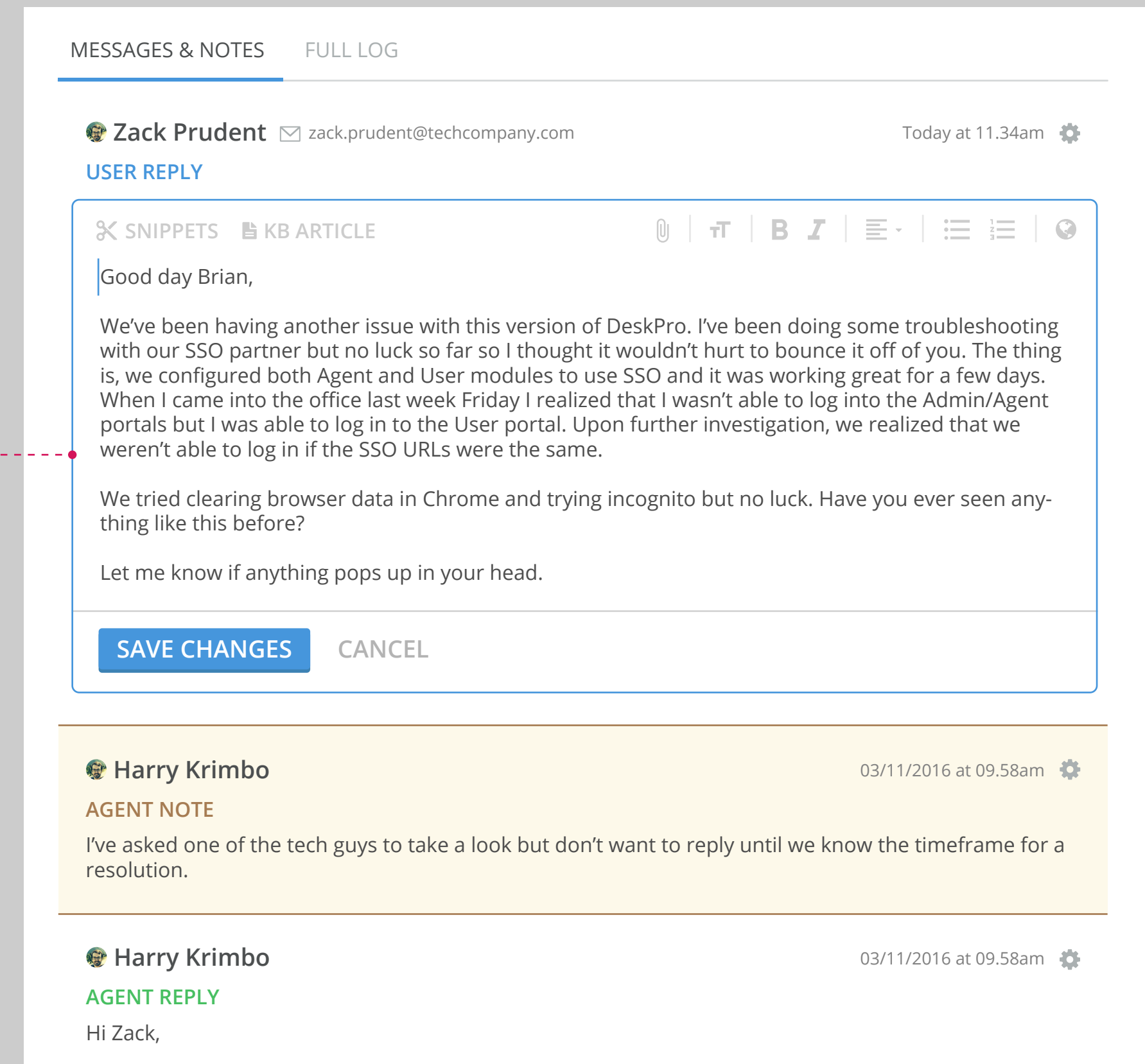
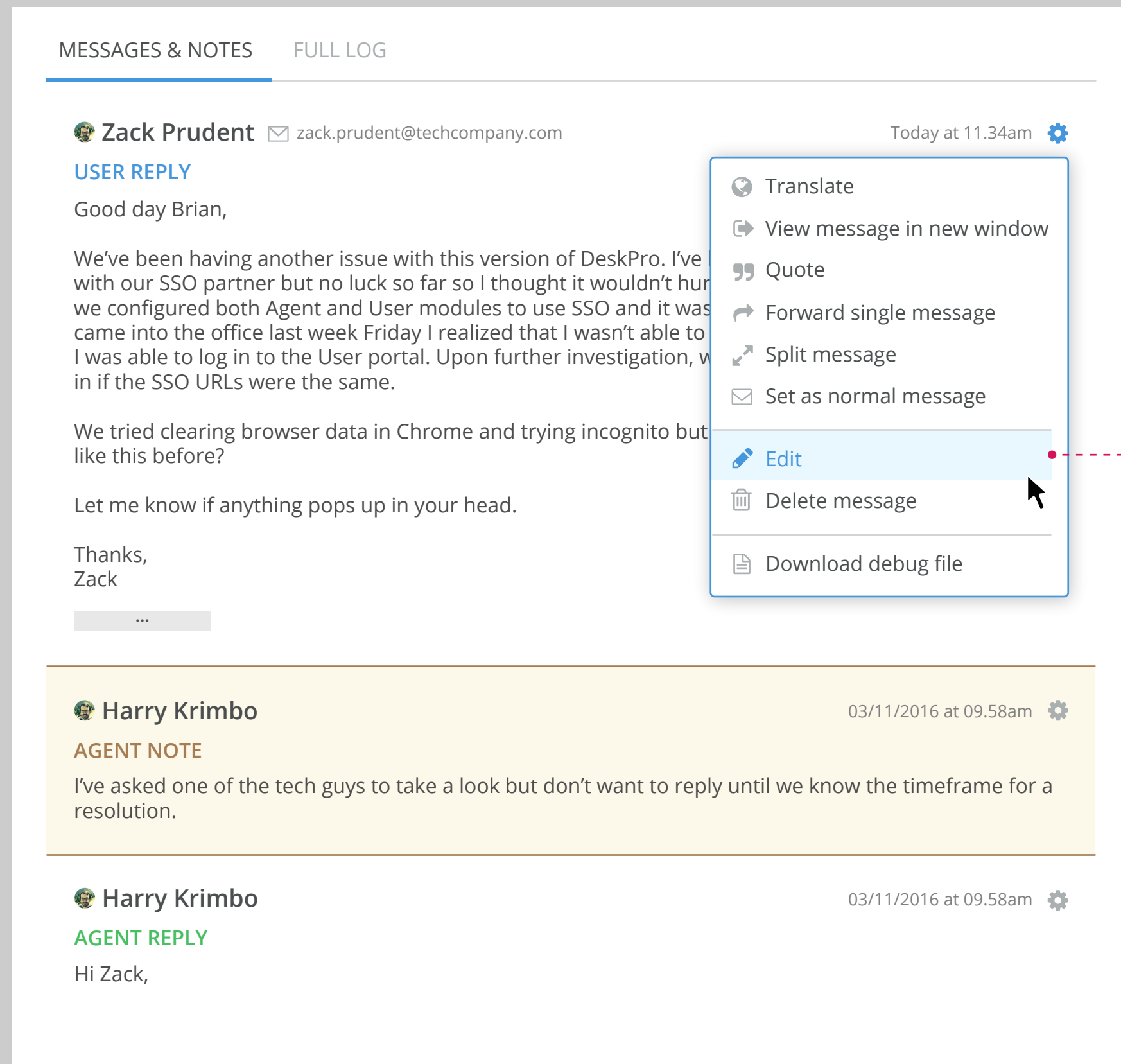
...

font-family: Font Awesome
font-size: 12px
color: \$deskpro-greyscale-700

font-family: Open Sans
font-size: 12px
font-weight: 400
color: \$deskpro-greyscale-850

Messages cog menu & edit menu

This example shows the menu options for the cog icon and also how message editing appears inline with the messages by wrapping it with a window that matches the editor used for drafting replies.



Further message list UI examples

MESSAGES & NOTES

FULL LOG

Zack Prudent

zack.prudent@techcompany.com

Today at 11.34am

USER REPLY

Good day Brian,

We've been having another issue with this version of DeskPro. I've been doing some troubleshooting with our SSO partner but no luck so far so I thought it wouldn't hurt to bounce it off of you. The thing is, we configured both Agent and User modules to use SSO and it was working great for a few days. When I came into the office last week Friday I realized that I wasn't able to log into the Admin/Agent portals but I was able to log in to the User portal. Upon further investigation, we realized that we weren't able to log in if the SSO URLs were the same.

We tried clearing browser data in Chrome and trying incognito but no luck. Have you ever seen anything like this before?

Let me know if anything pops up in your head.

Thanks,

View full message

Harry Krimbo

03/11/2016 at 09.58am

AGENT NOTE

@Lauren I've asked one of the tech guys to take a look but don't want to reply until we know the time-frame for a resolution.

Harry Krimbo

03/11/2016 at 09.58am

AGENT REPLY

Hi Zack,

Loading...

Example of what @mentions look like when applied.

When messages are over a certain length we hide the remainder beneath a 'view full message' click.. The line consists of a fading white gradient over 60px of the bottom of the message and a dotted blue line with the text 'View full message' in \$deskpro-sonic-primary, Open Sans, 12px semi-bold (600)

Below the message there can be lists of attachments, '...' buttons to reveal collapsed messaged in the chain of messages and also a 'show more' style line for when messages are very long and we don't reveal all the content at once.

Modals

There are a few instances in the ticket interface where we use modal windows to handle content. Each modal has a blue border and a header section and some can also have a footer with buttons e.g. 'Save'.

This page shows the example of the 'Normal Message' accessible via the cog icon and 'view individual message in new window' button.

[illegible]

This example shows the source code tab of the preview pages example. In this instance we will display the source code in an editor-style.

3

1

+

Search ...

🔔

🗑️

📞

💬

👤

📧

Tickets

ORDER BY

Department & Urgency

FACETING BY

2 Agents, 2 Departments

👁️

⚙️

📧

RE: Need some help?

James Colbert

📧

SSO working well wit...

Zack Prudent

👤

Deskpro

Organisation

🗨️

AWAITING AGENT

My tickets

Tickets I follow

Unassigned tickets

All tickets

FILTERS

SAVED SEARCHES

PROBLEMS & INCIDENTS (2)

LABELS

MY STARS (3)

🔍

SEARCH & TIMES

👤

Assigning Agent

10

🕒

2 weeks ago

12 hr 43 min

⋮

📅

Time until resolution

🕒

Time awaiting reply

⋮

👤

Chris Pattison

📌

Level Support

👤

Zack Cooper

🔍

SEARCH PROPERTIES

📌

AGENT REPLY

🕒

03/11/2016 at 09:58am

1

<!DOCTYPE html>

2

<html>

3

<head>

4

<meta http-equiv="X-UA-Compatible" content="IE=edge,chrome=1" />

5

<meta charset="UTF-8"/>

<meta name="robots" content="NOINDEX" />

<title>DeskPRO</title>

<script type="text/javascript" src="/assets/17655/web/vendor/html5shiv.min.js"></script>

<script type="text/javascript" src="/assets/17655/web/build/js/agent-all.js?1477995658"></script>

<link rel="stylesheet" type="text/css" media="screen,print" href="/assets/17655/web/build/css/agent-ven-

dors-all.css?1477995658"/>

<link rel="stylesheet" type="text/css" media="screen,print" href="/as-

sets/17655/web/build/css/agent-pack1.css?1477995658" />

<link rel="stylesheet" type="text/css" media="screen,print" href="/as-

sets/17655/web/build/css/agent-pack2.css?1477995658" />

<link rel="stylesheet" type="text/css" media="print" href="/assets/17655/web/build/css/agent-inter-

face-print.css?1477995658" />

<!--[if IE]><link rel="stylesheet" type="text/css" media="screen,print" href="/assets/17655/web/build/css/agent-in-

terface-ie.css?1477995658" /><![endif]-->

<script src="/dp.php/agent-lang-1.js?v=1477995658"></script>

<script src="/agent/misc/interface-data.js"></script>

<link rel="stylesheet" href="/assets/17655/web/bower_components/font-awesome/css/font-awesome.min.css" type="text/css"

/>

<link rel="stylesheet" href="/assets/17655/web/fonts/font-awesome.compat-names.min.css" type="text/css" />

<script type="text/javascript">

window.name = "NG_DEFER_BOOTSTRAP!";

window.DP_INTERFACE_LOADER = 'AgentLoad';

👤 Harry Krimbo

AGENT REPLY

Hi Zack,

03/11/2016 at 09:58am

⚙️

This example shows ‘splitting messages into new ticket’. It has the same border and header styles though it is slightly smaller. Modal can have variable widths and heights depending on the required use.

Search ...

3

1

Tickets

AWAITING AGENT

My tickets1

Tickets I follow0

Unassigned tickets0

All tickets90

FILTERS

SAVED SEARCHES

PROBLEMS & INCIDENTS (2)

LABELS

MY STARS (3)

ORDER BY

Department & Urgency

FACETING BY

2 Agents, 2 Departments

RE: Need some help?

James Colbert

SSO working well wit...

Zack Prudent

Deskpro

Organisation

Optical

Zack Prudent

zack.prudent@techcom...

ID 83995

Actions

83995 – SSO Information

Kenneth James <kenneth@windfa...> Windfarms L... 12 hr 30 min

74562 – Portal disabled landing m

Toby Falkirk <t.falkirk@ramb...>

63331 – Inventory component

Mark Jarvis <mjarvis@econorob.r

74562 – Allow anyone to email su

Kenneth James <kenneth@windfa

63331 – AW: Need some help?

Toby Falkirk <t.falkirk@rambling.r

83995 – SSO working well with Sa

Mark Jarvis <mjarvis@econorob.r

74562 – Enjoying your helpdesk?

Kenneth James <kenneth@windfa

74562 – Product enquiry

Vijay Singh <singh.v@leafywifi.co

SUPPORT

63331 – Inventory component

Mark Jarvis <mjarvis@econorob.nl>

Department: Support | Language: Italiano

74562 – Enjoying your helpdesk?

Kenneth James <kenneth@windfa

Department: Sales | Language: English (US)

63331 – Inventory component

Mark Jarvis <mjarvis@econorob.nl>

Custom work Report back on bug fix VIP

Department: Support | Language: Italiano | Last reply: 9 weeks ago

Split messages to new ticket

New ticket subject

Zack Prudent

zack.prudent@techcompany.com

Today at 11.34am

USER REPLY

Good day Brian,

We've been having another issue with this version of DeskPro. I've been doing some troubleshooting with our SSO partner but no luck so far so I thought it wouldn't hurt to bounce it off of you. The thing is, we configured both Agent and User modules to use SSO and it was working great for a few days. When I came into the office last week Friday I realized that I wasn't able to log into the Admin/Agent portals but I was able to log in to the User portal. Upon further investigation, we realized that we weren't able to log in if the SSO URLs were the same.

We tried clearing browser data in Chrome and trying incognito but no luck. Have you ever seen any-thing like this before?

Let me know if anything pops up in your head.

Thanks,
Zack

Harry Krimbo

03/11/2016 at 09.58am

AGENT NOTE

SPLIT TICKET

STATUS & TIMES

Awaiting Agent

10

Created2 weeks ago

Current user wait12 hr 43 min

SLAS (5)

3 hoursTime until resolution

10.5 hoursTime awaiting reply

AGENTS & TEAM

AGENT

Chris Pattison

TEAM

2nd Level Support

FOLLOWERS (7)

Wendy Pride Zack Cooper

TICKET PROPERTIES

DEPARTMENT

Support

PRODUCT

DeskPRO Cloud

LANGUAGE

English (UK)

PROBLEM

Elasticsearch

AWAITING AGENT

My tickets1

Tickets I follow0

Unassigned tickets0

All tickets90

FILTERS

SAVED SEARCHES

PROBLEMS & INCIDENTS (2)

LABELS

MY STARS (3)

SALES

83995 – SSO Information

Kenneth James <kenneth@windfa...> Windfarms L...

12 hr 30 min

74562 – Portal disabled landing message

Toby Falkirk <t.falkirk@ramb...>

Failed

63331 – Inventory component

Mark Jarvis <mjarvis@econorob.nl>

3 hours

74562 – Allow anyone to email support

Kenneth James <kenneth@windfarms.com>

2 hr 16 min

63331 – AW: Need some help?

Toby Falkirk <t.falkirk@rambling.com>

12 hr 43 min

83995 – SSO working well with Safari and IE b...

Mark Jarvis <mjarvis@econorob.nl>

10.5 hours

74562 – Enjoying your helpdesk?

Kenneth James <kenneth@windfarms.com>

43 min

74562 – Product enquiry

Vijay Singh <singh.v@leafywifi.com>

3 days

SUPPORT

63331 – Inventory component

Mark Jarvis <mjarvis@econorob.nl>

12 hr 43 min

Department: Support | Language: Italiano | Last reply: 9 weeks ago

74562 – Enjoying your helpdesk?

Kenneth James <kenneth@windfarms.com>

4 weeks

Department: Sales | Language: English (US) | Last reply: 5 months ago

63331 – Inventory component

Mark Jarvis <mjarvis@econorob.nl>

12 hr 43 min

Custom work | Report back on bug fix | VIP

Department: Support | Language: Italiano | Last reply: 9 weeks ago

Optical

Zack Prudent
zack.prudent@techcom...+5

ID 83995

Actions

OVERVIEW

TASKS

BILLING

LICENSE

☆ SSO working well with Safari and IE but issue with Chrome browser

Labels: Custom work × Report back on bug fix × VIP × +

REPLY

ADD NOTE

FORWARD

MACROS

✂ SNIPPETS

📄 KB ARTICLE

📎

🔗

B

I

☰

☰

☰

🕒

MESSAGES & NOTES

FULL LOG

Item with change from This thing to This thing

16 hours ago

Item with some: sub-items visible on click

3 days ago

Item with some sub-actions/items visible

3 days ago

• Set agent to Me

• Set urgency to 9 (only set when urgency is lower)

• Change this from This thing to This thing

Item with some sub-actions/items visible

1 week ago

• Set agent to Me

• Set urgency to 9 (only set when urgency is lower)

• Change this from This thing to This thing

Another item

3 weeks ago

Log item with an icon

3 weeks ago

FAILED Log item relating to an SLA

9 weeks ago

Item with some: sub-items visible on click

3 months ago

Jan 2016

Dec 2015

Nov 2015

STATUS & TIMES

Awaiting Agent

10

Created2 weeks ago

Current user wait12 hr 43 min

SLAS (5)

3 hoursTime until resolution

10.5 hoursTime awaiting reply

AGENTS & TEAM

AGENT

Chris Pattison

TEAM

2nd Level Support

FOLLOWERS (7)

Wendy Pride × Zack Cooper ×

TICKET PROPERTIES

DEPARTMENT

Support

PRODUCT

DeskPRO Cloud

LANGUAGE

English (UK)

PROBLEM

Elasticsearch

Full log example