

A2.3.2 View customer attributes - panel expanded

The screenshot shows a ticket management interface. At the top, there are navigation buttons: 's', 'a', 'e', 't', 'c', 'p', 'm', 'u', '!', 'l'. The 'a' button is active. To the right, it says 'Assigner: John Doe' and 'Owner: None'. Below this, ticket details are shown: 'Priority: 0', 'Product: Ad Expert', 'Country: Not entered', 'Received Time: 07/22/08 3:03PM', 'Age: 003d 01h 36m'. A breadcrumb trail reads 'Default view > Triage > Select ticket > View content > Assign ticket'. There is a search bar with the placeholder 'Type your searches here' and a 'Code:' field. A vertical sidebar on the left shows 'Issue opened last 24 hrs'. The main content area displays the ticket ID 'AIM-17501-0Z7VJ5', sender 'customer@microsoft.com', recipient 'customerothers@microsoft.com', and subject 'Pri 0: Ad Builder down'. The body of the email contains a greeting 'Hi adshelp,' followed by placeholder text and a live URL 'http://www.msn.com'. Below the text is a placeholder for an image. On the right, a 'Customer attributes' panel is expanded, showing customer details: Name: Erika Tom, Alias: Etom, Desk: x12345, Cell: (425)123-4567, IM: etom@hotmail.com, Status on communicator, and a 'Service Team' dropdown. Below this is a line graph titled 'Issue submitted last 7 days' with a 'Retract' button. Further down, it lists 'TSEs who also currently own this customer's tickets:' with two entries: 'alias1 - AIM-17501-0Z7BJ5' and 'alias2 - AIM-16247-A0S8JL'. At the bottom of the panel, there is a 'Contact customer via communicator' section with a 'Send' button.

Workflow A2.3.1 explained:

User hovers over arrow icon on "Customer attributes" panel, tool tip shows "Expand"

User clicks to expand

A3.1. Assign ticket

The screenshot shows the same ticket management interface as in A2.3.2. The 'a' button in the top navigation bar is highlighted, and a tooltip 'Assign (Ctrl + A)' is visible over it. The rest of the interface, including the ticket details and the 'Customer attributes' panel, is the same as in the previous screenshot. The 'Customer attributes' panel is now collapsed, showing only the 'ra', 'fw', and 'd' buttons. A 'My queue' button is visible at the bottom right of the panel.

Workflow A3.1 explained:

User hovers over active button (Button "a"). Tool tip shows "Assign (Ctrl + A)"

User clicks button to assign ticket