InvGate Service Desk 6.0

NEW UI: BEFORE & AFTER

Introduction

In this document we describe the graphical and navigation changes introduced in the new interface of InvGate Service Desk 6.0.

References

OUI: Old User Interface

NUI: New User Interface

Administrators, Managers, and Agents

Main screen

- In OUI the upper section was static.
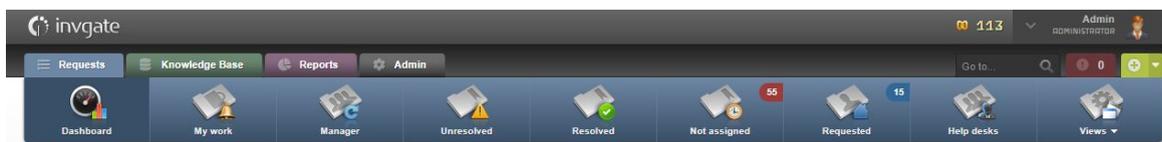
- In NUI the upper section is divided into two parts: on the left you will see what used to be the main sections (Requests, Knowledge Base, Reports, and Admin), and in the upper part, everything related to the user, search (the search bar is now more visible, as it uses the total width of the screen), notifications, Gamification points, and user profile.
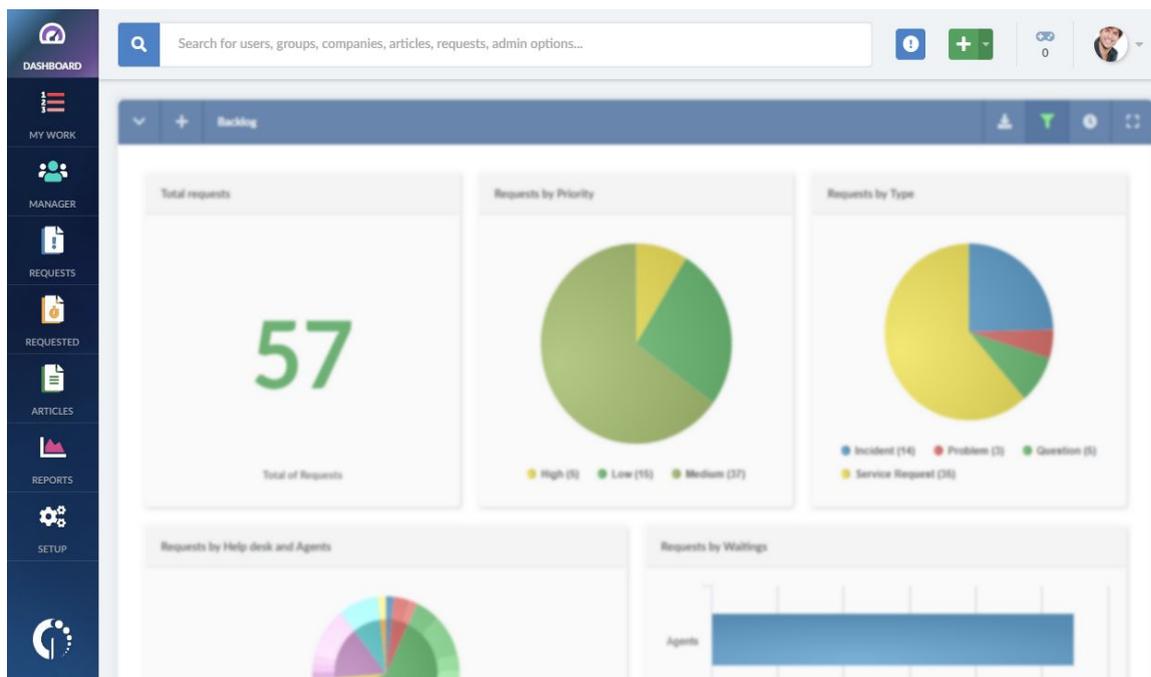
Menu logo (Admin > General > Branding)

Logo specs in NUI:

- The maximum amount of pixels was removed.

- You can only upload a PNG file, and we recommend that it is transparent.

- The maximum size is 250 x 250 px, respecting the aspect ratio.

Upper section (Notifications)

- OUI only showed the list of notifications. NUI adds the possibility to individually mark them as read or not read, with the button located on the right side of the list.
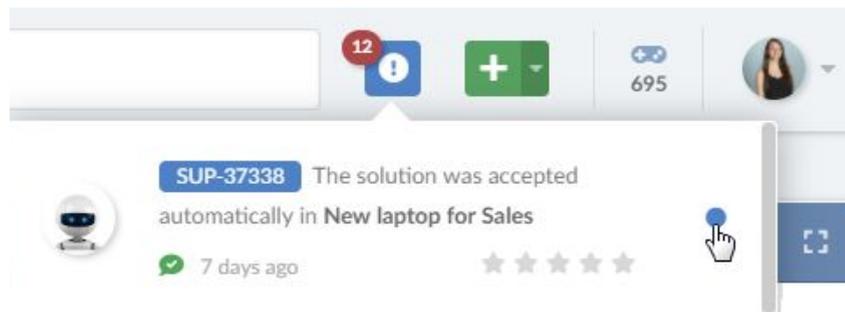
- NUI adds a button at the bottom of the widget to mark all notifications as read.
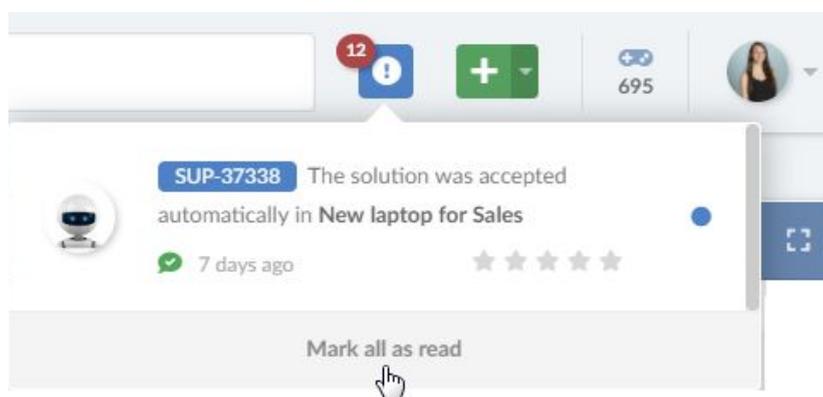
- When clicking on the notifications icon, and then closing it, the NUI will no longer mark them all as read.

Left panel

In NUI the sections Dashboard, My work, Requests, and Requested contain everything that the Requests section contained in OUI. These changes are detailed below:

SECTION	OUI	NUI
Dashboard	Requests > Dashboard	**Dashboard**
My Work	Requests > My work	**My Work**
Manager	Requests > Manager	**Manager**
Requests	Requests > Unresolved	**Requests**
	Requests > Resolved	
	Requests > Not assigned	
	Requests > Help Desks	
	Requests > Views	
Requested	Requests > Requested	**Requested**
Articles	Knowledge Base > Summary	**Articles**
	Knowledge Base > Favorites	**Articles (right side of the screen)**
	Knowledge base > New	**Articles (New article)**
Reports	Reports > Saved	**Reports> My Reports**
	Reports > New > Requests	**Reports > Requests**
	Reports > New > Time Tracking	**Reports > Time Tracking**
	Reports > New > Intervals	**Reports > Intervals**
	Reports > Requests	**Reports > Requests**
	Reports > SLA	**Reports > SLA**
	Reports > Service	**Reports > Service**
Setup	Admin > Index	**Setup (redirects to Index)**

Badges

NUI introduces the following changes:

- The Manager section now counts requests pending assignment.
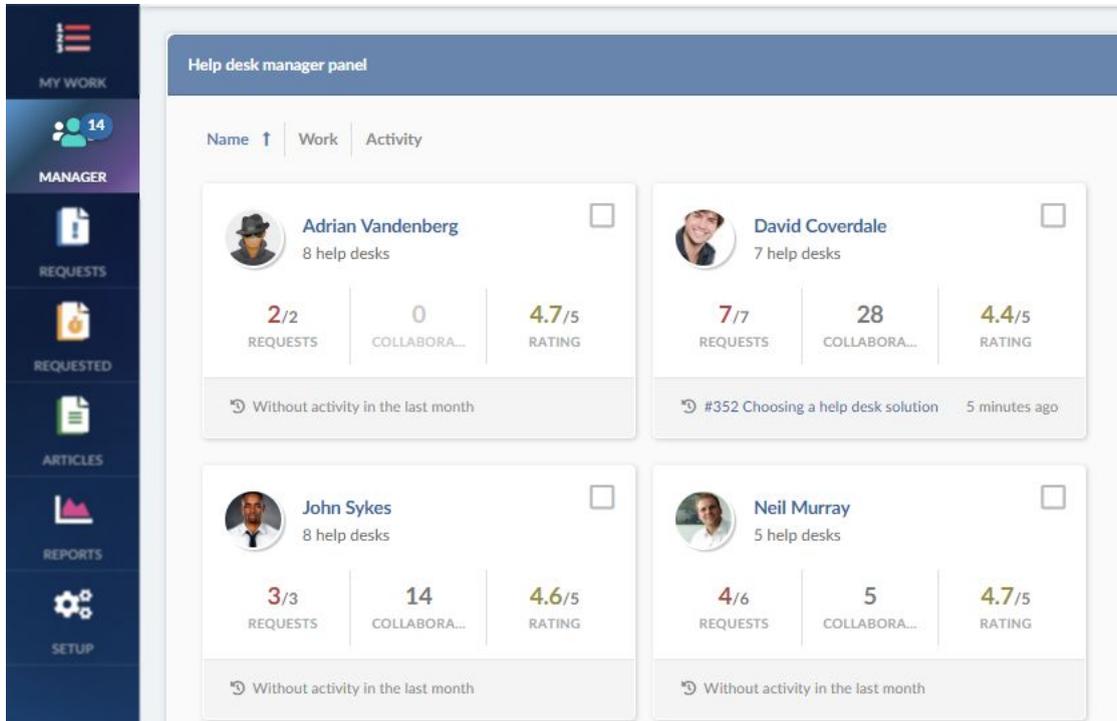
- The Requests section has no count badge, but the internal sub-sections still do.
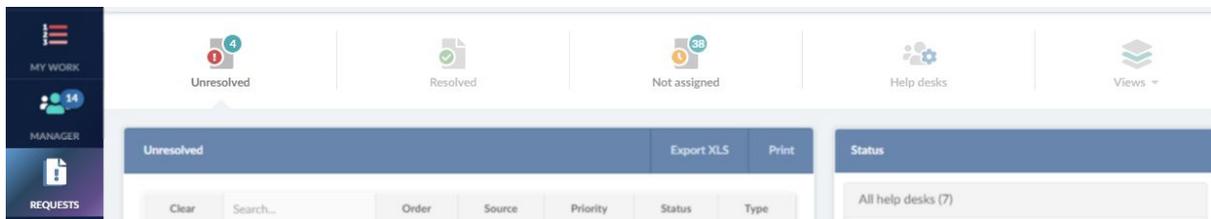
End users

- NUI has now only three main buttons by default: Home, Requests, and Knowledge Base. In the case where the user is an observer, they will see the "observed" button as well, and if the user has a shared dashboard they will see the "dashboards" button, but these last two behave in the same way as in OUI.
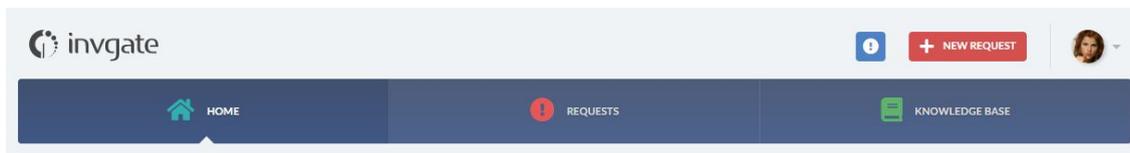
- To view all the articles in the NUI, you can click on the Knowledge Base button that appears in the main menu, or click on the same button that appeared in the right column in OUI, next to "see Favorite articles".
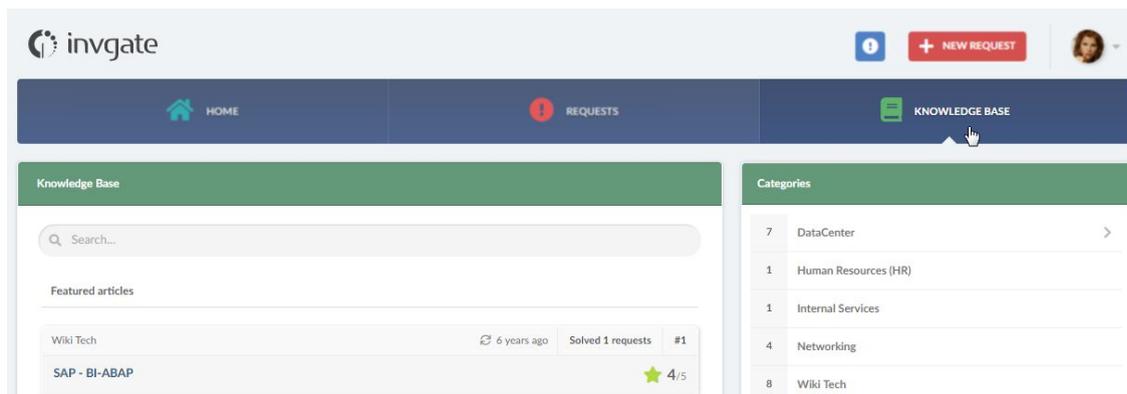
- NUI introduces the new behavior for notifications that was previously mentioned (read/unread).

- In NUI there is a new button for creating requests in the upper right corner. In OUI there was an option in one of the main buttons.
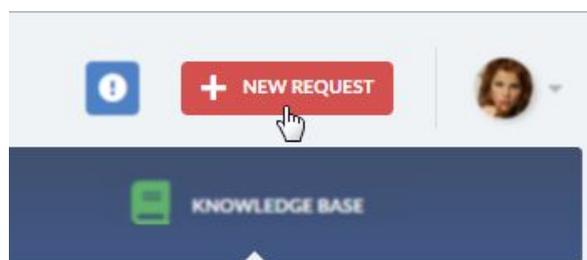
- In NUI, there's no "Log out" button, you can only end the session by using the menu on the user profile avatar in the upper right corner, as in OUI.
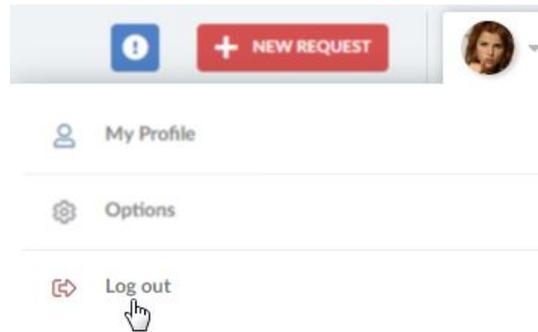
Notes for all types of users

- In OUI the width of the screen was fixed, now it expands to both sides of the browser.

- In NUI name and user name are no longer visible on the main screen, they appear in the menu displayed when clicking the user profile in the upper right corner.