

# TRACKER FILES ATTACHMENT LISTS' INTERACTIVE BEHAVIOR PATTERNS ARE STRANGE (VIEWING VS DOWNLOADING)

Status

● Open

Priority

5 Nice to have

Task

Tracker files attachment lists' interactive behavior patterns are strange (viewing vs downloading)

Add a timesheet

Add a timesheet for this task

Description

If you take any ticket here with lots of attachments, particularly pictures, the way this is interacted with is weird and kind of counter to what I'm seeing elsewhere. Currently:

- The file icon or image thumbnail: clicking that does not do anything;
- The filename hyperlink (which is the biggest clickable target): downloads the file;
- There is a "+" magnifying glass zoom icon to actually preview the image in the browser.

What I would suggest instead is:

1. Clickable icon/thumbnail image that leads to the same action as #2 below;
2. The clickable hyperlink should be the "preview with the zooming lightbox thing" action when available (ex: for images, videos, audio files) or when unavailable, fallback to letting the browser figure out if it should prompt for download or (in some cases, such as PDF) offer viewing (in a new tab?). And within that preview (in the case of lightbox), there should be a download link too.
3. The "+" magnifying glass icon should be replaced by a clickable symbolic "download" icon,

particularly when a file is previewable by default.

The reasoning is that in the majority of cases I just want to view things rather than downloading, so that's the primary action when possible, otherwise the download buttons should be very distinct.

The question, in the case of #3, is "should there be no icon at all in the case where the file is not the type of file that can be previewed (i.e. that it will be forced to be downloaded when clicking the icon or hyperlink anyway)?" Because those icons tend to clutter the UI and wrap around when text is too long (unless you can somehow ensure they stay on the same line as the last word)...

Bonus point if you can offer a "Download all" button too, though if there are 1-click download buttons everywhere it's not totally critical to have.

Emails

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