Deskpro

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Make the agent note area in a ticket look more visually different to the reply box. Finished

- Masaki Sugiyama
- اسم المنتدى: #Feature Request

When trying to fill in a NOTE on a ticket, it is possible to add it into the REPLY box by mistake, as the boxes look very similar. We would like a stronger visual distinction between the reply box and the agent note area to minimise the risk of agents accidentally adding an internal note as a reply.

تعليقات (٤)

Zsolt Kiss

منذ 6 سنوات

Good idea, I suggest a light yellow background like the POST-ITs. :-)

Jeroen van der Steen

منذ 6 سنوات

This is an interesting suggestion. It rarely goes wrong, but when it does, it can be painful. We've found that the risk of confusing replies and notes is even higher when creating a new ticket, so a visual distinction in the new ticket form (in the agent interface) would also be useful.

Danyel

منذ 6 سنوات

The two tabs Reply and Note needs a better distinction. The risk to make a mistake is very high. Unfortunately it is happen more than once in our company. Different backround color in the text box would be helpful. > Green for "Reply" Red for "Note"

Matthew Wray

منذ 4 سنوات

Hi all, I just wanted to direct you towards the article below: https://support.deskpro.com/en-GB/kb/articles/can-i-change-the-color-of-the-ticket-reply-note-box It describes how to setup a simple app we've created which allows you to set the background colour of notes and replies so you can better distinguish between the two. Hope that helps :-)