



[Help Centre](#) > [Community](#) > [Feature Request](#) > [Mark individual messages on a ticket within a conversation with colors on ticket panel](#)

Mark individual messages on a ticket within a conversation with colors on ticket panel

Collecting Feedback

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- **Forum name:** #Feature Request

I would like to mark some important messages on the ticket panel with different colors. It's hard to find a good idea or important message later in a long discussion.