

## Can I change the color of the ticket reply/note box?

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### Question:

Is it possible to change the background color of the reply or note box in a ticket to make it easier to distinguish which tab the agent is typing in?

### Answer:

Yes, we have created an app that allows an admin to set a different background color for both the agent reply input area and the note input area. Below are the steps to get the app installed and set up:

1. Download the .zip file attached to this article.
2. Go to Admin > Apps > Apps.
3. Press 'Upload App'.



6. Once installed, you can determine which agents will have the new colored reply/note boxes.



### Attachments

- [message-input-color.zip \(1.71 KB\)](#)