



[Help Center](#) > [Community](#) > [Feature Request](#) > [Better visibility of absolute dates/times for tickets on user portal](#)

Better visibility of absolute dates/times for tickets on user portal

Collecting Feedback

- MA Marion Abramo
- **Forum name:** #Feature Request

On the user portal the date when a message was received is displayed, but in relative time (e.g. x hours ago or x days ago). The user can hover their mouse over that timestamp to see the specific date/time:

17 hours ago	Assigned agent:
	Mon, 24th Feb 2020 5:01pm

We'd like to display the absolute date/time by default (without requiring the user to hover).