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Sort Replies in User Interface Collecting Feedback

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- **Forum name:** #Feature Request

Rackspace has a feature in their user interface for tickets that allows the user to 'go to the last reply' which essentially allows the user to sort the latest to the top, similar to the option we have as agents. I was updating a ticket a few minutes ago on Deskpro's site and had to scroll all the way to the bottom of a long ticket to reply.