Make sort order and pre-select configurable in user's ticket overview Finished

- Timo Heil
- **Forum name:** #Feature Request

We'd like to configure the default values for the preselected view (in the dropdown) and the sort order in Templates / Tickets list.html (compare screenshot) But found that it's hardcoded in TicketsController.php here: case 'date_created' default:$sort = 'date_created'; $sort_dql = 'ticket.id DESC' Would be good if this is configurable.

Comment (1)

Lara Proud

4 months ago

Thanks for the suggestion Timo, this is a change we have made. If you go to Admin > Help Center > Configuration, under the "My Tickets Table" section you can configure your preferred default table layout for users on the Help Center to better fit your needs.