

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

Hannah Scott - 2020-02-14 - Comments (0) - Deskpro Apps

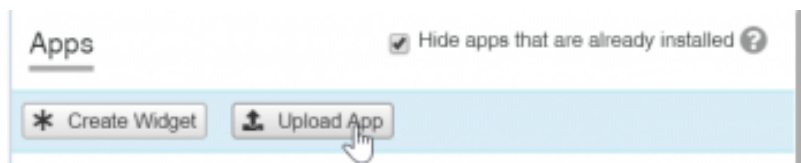
Question:

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'.



4. Ensure the 'Upload app from your computer' option is selected > click the 'Select the app ZIP file' button > upload the app.
5. Choose the color you would like each input box to be by entering a hex code into the entry box. You can use a website such as <https://www.hexcolortool.com/> to choose a color and get the hex code. Then click 'Install App'.

Version 1.0.0

Reply Input Color
CSS color code to use (or blank to not change)

Note Input Color
CSS color code to use (or blank to not change)

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

Permissions

This app will be enabled for everyone in the agent interface

Only show this app for specific agents or permission groups

Agents

- Alexandra Weaver
- Chris Amedu
- Grace Howlett
- Hannah Scott
- Jeremy Buck

Permission Groups

- All Permissions
- All Non-Destructive Permissions
- No Permissions

Selected: 0 Agents • 0 Permission Groups

8. Refresh the browser to see the final result.

REPLY NOTE FORWARD

Attach Snippets B I U [Icons]

Kind Regards,
Hannah Scott
Customer Service Rep

Attachments

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