

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

Hannah Scott - 2023-08-31 - Comment (1) - Deskpro Legacy

: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'



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



8. Refresh the browser to see the final result



فایل پیوست

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