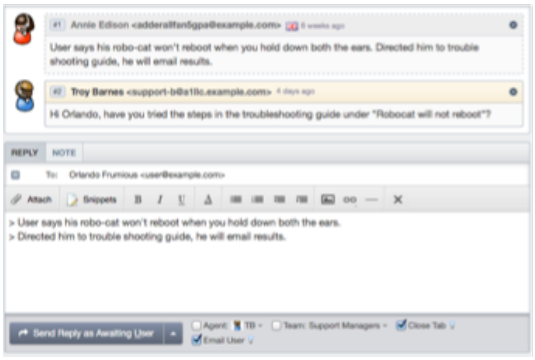
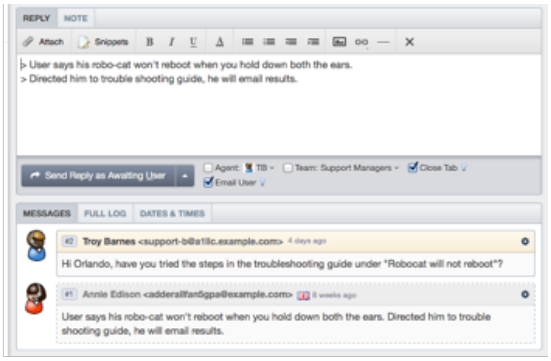
I'm having trouble changing the order of messages displayed on a ticket

Ben Henley - 2023-08-31 - Commentaire (1) - Deskpro Legacy

Question

I want to change the chronological order that messages are displayed on a ticket, from newest at the top to newest at the bottom. I change the setting, but why does nothing happen?





Answer

There are settings which affect this order in two places:

- the agent interface **Preferences** (for that agent only)
- the admin interface **Admin > Tickets > Settings > Ticket Defaults > Ticket View** (which changes the default setting for all agents).

If you have changed the setting in the admin interface and it is not changing the order in the desired agent account, change it in the Preferences as well.