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When opening a ticket, make the view jump to the top of the last message Finished

- Darren Banfi
- **Forum name:** #Feature Request

When opening a ticket in Horizon it jumps to the bottom of the last message instead of the top.

If these are really large email threads - it's hard to find the top of the message to see there response.

So you have to scroll up to see the find the last message reply.

the older system done a better job of cutting off the email thread so you always seen this message first without the need for scrolling up to find the details.

Comment (1)

Lara Proud

1 year ago

Hi Darren, thanks for the feedback we implemented this change to improve the behavior of jumping to the top of the most recent message in the thread so you don't have to scroll up to see all the information. You can check it out here:

<https://support.deskpro.com/en-US/news/posts/ticket-messages-will-open-at-the-top-of-the-most-recent-message>