Ability to change message order and date view in the helpcenter Collecting Feedback

- Robert Tanka
- **Forum name:** #Feature Request

Would like it to be an option for the user to change the message order-ie. to be able to choose whether they want most recent message at the top of bottom of the page. And also to be able to see the exact date of a message was sent instead of the '3 weeks ago' default Would like a setting like: eg. "oldest messages on top: on/off" or "exact dates on/off"

Comment (1)

Samuel Waser

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Give an option to let the user choose if they want to display the answer box and the newest message at the top of the existing ticket (similar to the following option in the agent interface).