



[Help Center](#) > [Community](#) > [Feature Request](#) > [Ability to minimise collapse the reply box](#)

Ability to minimise collapse the reply box Finished

- Sam Menown
- **Forum name:** #Feature Request

Currently the reply box in horizon ui is kept small until you click on it which is great. But sometimes you then need to read back through lots of text, a button to collapse minimise the reply box again would be lovely.

Comment (1)

**Lara Proud**

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This change was implemented as part of Deskpro Release 2023.19, it gives agents the ability to minimize and expand the Ticket Reply Box to provide a better view of the ticket thread.

More information can be seen here:

<https://support.deskpro.com/en-US/news/posts/you-can-now-minimize-and-expand-the-ticket-reply-box>