

New: Reverse order of ticket messages

2013-03-21 - Christopher Padfield - Comments (0) - Product

You now have the choice to order ticket messages in reverse chronological order. When this option is enabled, the reply box is moved to the top of the tab and messages appear in order from newest to oldest. Now you can see the most important information first without the need to scroll.

Each agent can toggle this option from their profile settings. Admins can also set the default value from Admin > Tickets > Settings and Features

Tags

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