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Make sort order and pre-select configurable in user's ticket overview Collecting Feedback

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- **Forum name:** #Feature Request

We'd like to configure the default values for the preselected view (in the dropdown) and the sort order in Templates / Tickets list.html (compare screenshot) But found that it's hardcoded in TicketsController.php here: `case 'date_created' default:$sort = 'date_created'; $sort_dql = 'ticket.id DESC'` Would be good if this is configurable.