



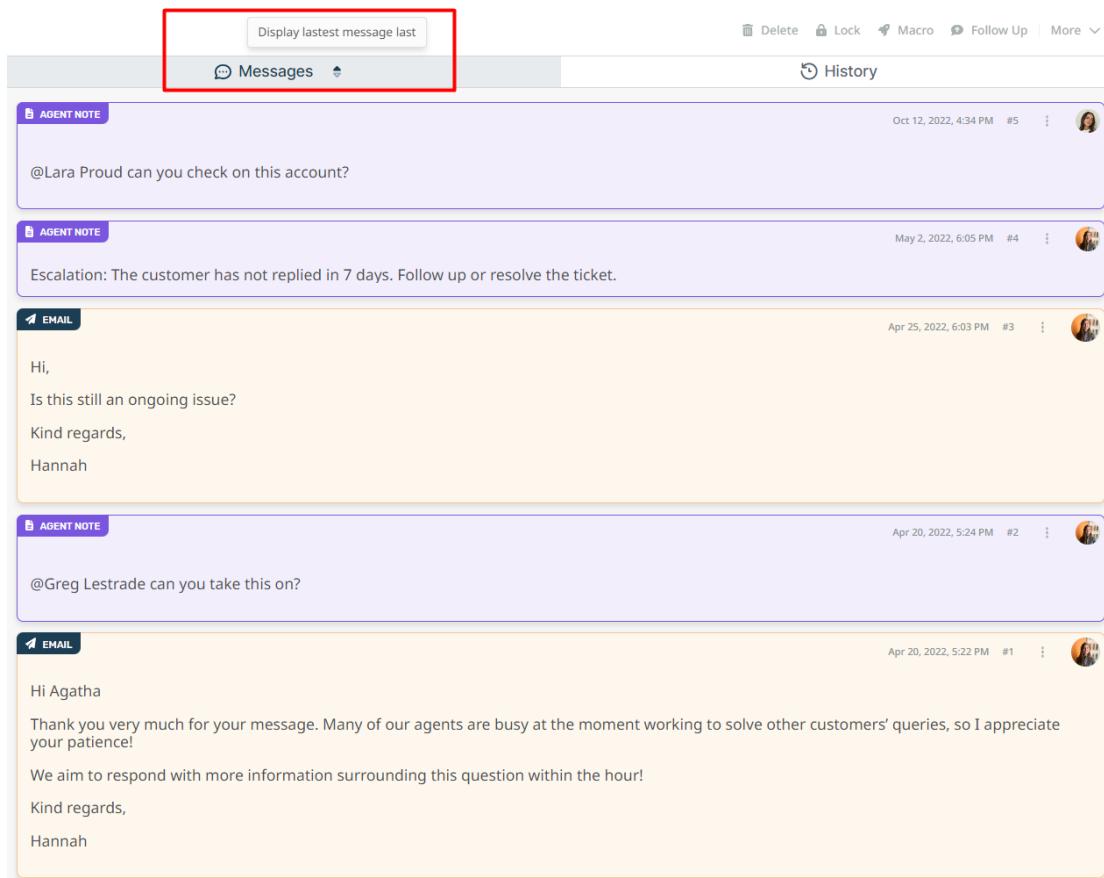
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Changing the order of messages on a ticket

Lara Proud - 2023-08-31 - [Kommentarer \(0\)](#) - [Agent](#)

In Deskpro, you can change the direction in which chronological messages are displayed on a ticket for your own account. You can toggle whether the most recent message displays at the top of the ticket thread, or at the bottom from an open ticket.

On the Messages tab at the top of the **Ticket Content Pane**, click the arrows to switch the order of your ticket messages in the thread:



The screenshot shows the Agent interface for a ticket. At the top, there is a toolbar with various icons: Delete, Lock, Macro, Follow Up, and More. Below the toolbar, the 'Messages' tab is selected, indicated by a blue bar and a downward arrow icon. A red box highlights the 'Display latest message last' button, which is a small button with a downward arrow. The ticket content pane shows several messages. The first message is an 'AGENT NOTE' from 'Lara Proud' on October 12, 2022, at 4:34 PM, message #5. It says '@Lara Proud can you check on this account?'. The second message is another 'AGENT NOTE' from 'Lara Proud' on May 2, 2022, at 6:05 PM, message #4. It says 'Escalation: The customer has not replied in 7 days. Follow up or resolve the ticket.'. Below these is an 'EMAIL' message from 'Hannah' on April 25, 2022, at 6:03 PM, message #3. It says 'Hi,
Is this still an ongoing issue?
Kind regards,
Hannah'. The next message is an 'AGENT NOTE' from 'Hannah' on April 20, 2022, at 5:24 PM, message #2. It says '@Greg Lestrade can you take this on?'. The final message is another 'EMAIL' from 'Hannah' on April 20, 2022, at 5:22 PM, message #1. It says 'Hi Agatha
Thank you very much for your message. Many of our agents are busy at the moment working to solve other customers' queries, so I appreciate your patience!
We aim to respond with more information surrounding this question within the hour!
Kind regards,
Hannah'.

Changing the order from the Agent interface will only impact your own view of the ticket message order.

Interface Defaults

Alternatively, Admins can set the Default Message Order for the helpdesk from **Admin > Business Rules > Interface Defaults**, by checking the checkbox **Reverse Message Order**. When this is selected, the default message order will be to show the latest message at the top of the thread.

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