Toggle the display order of ticket messages

2023-01-09 - Lara Proud - Comments (0) - Product (Agent)

We’ve built the ability to toggle the order of ticket messages in the thread from oldest message to newest and vice versa. This option was added based on requests from customers who want to be able to choose their ticket display order.

We’ve added this sorting ability as part of our tab redesign, which provides a sleeker interface and valuable functionality. Click on the **messages** tab, which will let you change the display order for the ticket thread.

The functionality allows you to sort ticket threads sequentially:

- **Show oldest message first** - will display the oldest ticket message at the bottom of the thread
- **Show newest message first** - will display the most recent ticket message at the bottom of the thread

These design changes will be reflected across the Ticket and Help Center interfaces, where the tabs will form a single bar across the interface, as seen below:

The height of the properties and content tabs have been aligned to create a uniform bar across the top of your open Tickets or Help Center content. The updated UI gives the interface a fresher look and adds new functionality that helps you make the ticketing interface your own, so when you’re dealing with tickets, you can sort them into the order you prefer.

For the Help Center, the tabs will still let you switch between the editor and the comments sections but have been updated to keep the UI design consistent.