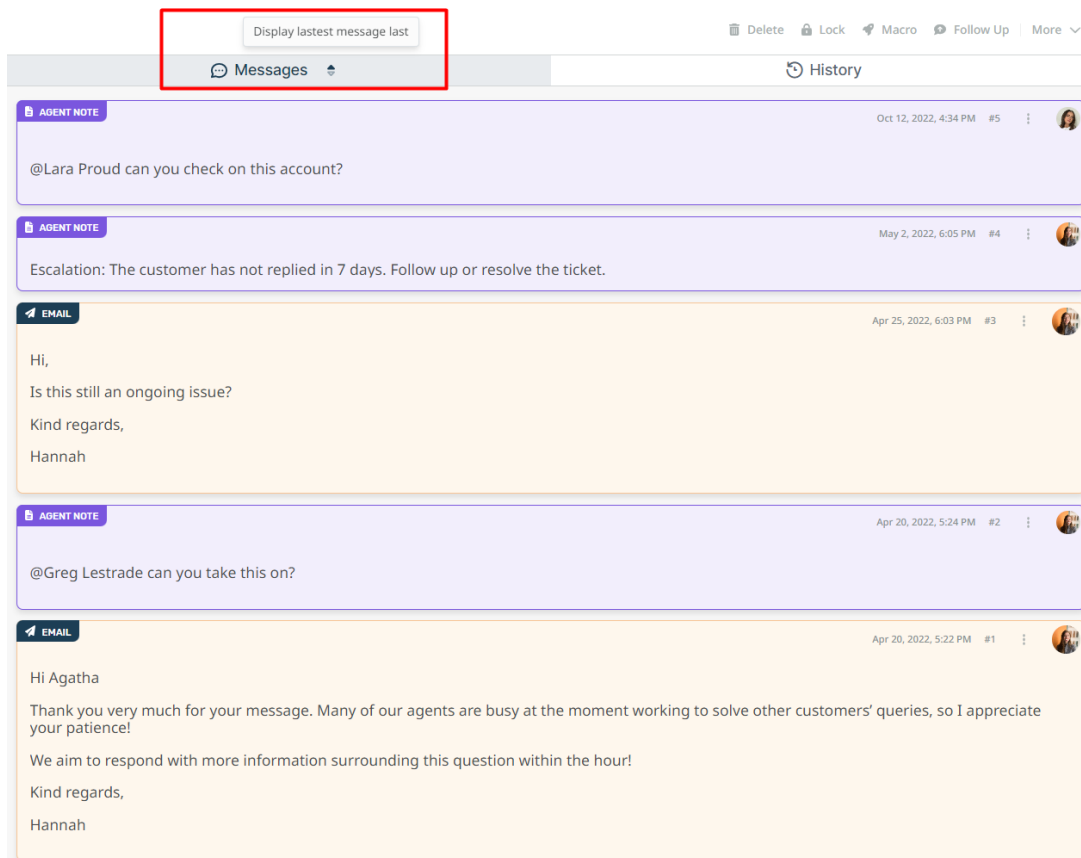


Changing the order of messages on a ticket

Lara Proud - 2023-08-31 - Comments (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 Deskpro interface for a ticket. At the top, there is a 'Messages' tab and a 'History' tab. A red box highlights the 'Messages' tab and a toggle switch labeled 'Display latest message last'. Below the tabs, there are five message items, each with a header indicating its type and date. The messages are as follows:

- AGENT NOTE** (Oct 12, 2022, 4:34 PM #5): @Lara Proud can you check on this account?
- AGENT NOTE** (May 2, 2022, 6:05 PM #4): Escalation: The customer has not replied in 7 days. Follow up or resolve the ticket.
- EMAIL** (Apr 25, 2022, 6:03 PM #3): Hi, Is this still an ongoing issue? Kind regards, Hannah
- AGENT NOTE** (Apr 20, 2022, 5:24 PM #2): @Greg Lestrade can you take this on?
- EMAIL** (Apr 20, 2022, 5:22 PM #1): 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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agent

Interface