**Reverse Zendesk Comments**

**Purpose:**

Comments in Zendesk tickets can normally only be viewed from the bottom of the page to the top. This can make them more difficult to read through, as users need to scroll to the top of the first comment, read it to the bottom, scroll up to the top of the next comment, read it to the bottom, etc. This extension allows users to reverse the ordering of the comments, so that they can be read in a more natural manner, from top to bottom.

**Installation (Google Chrome):**

1. Open the extensions management window by navigating to the “chrome://extensions/” URL in your browser.
2. Enable Developer mode with this switch, which should be at the top-right of the page.

Text

Description automatically generated

1. Click the “Load unpacked” button, which should be near the top-left of the page.

Graphical user interface, application

Description automatically generated

1. Select the extension folder containing the “manifest.json” file.

A screenshot of a computer

Description automatically generated with medium confidence

1. The extension should now be displayed in the extensions list.

A screenshot of a computer

Description automatically generated with medium confidence

1. Reload any Zendesk pages.

**Usage:**

After installation (and reloading any Zendesk pages), you should now see a new dropdown below the section for typing updates.

Graphical user interface, text, application

Description automatically generated

You can click this dropdown to change the ordering of comments. This ordering should be applied to all current and future tickets and persist through tab closing. In a future update, I may add the option to set this ordering for individual tickets.

**Potential Issues:**

* If you don’t see the new dropdown, try reloading the page.
* The browser may become slower when adjusting the ordering if you have a lot of tickets open at once. Reloading the page should temporarily fix the issue, as this puts unviewed ticket tabs into a cached state, and the extension does not affect tickets in this state.