

Ticket Details: Disable comments section and move Offline SLA widget to bottom

10/23/2026 02:09 PM - Kunal Jangid

Status:	New	Start date:	10/23/2026
Priority:	Normal	Due date:	
Assignee:	Kunal Jangid	% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Description Overview On the Ticket Details screen, the old comments section has been disabled (commented out), and the Offline SLA & Action Updates widget has been moved to its place at the bottom of the screen. Related: #3276 (Offline SLA / Offline Action Update) Changes • File: lib/screens/ticket_details_screen.dart • Commented out the <code>_TicketCommentsSection</code> widget (comment list + add comment with attachments). • Moved the <code>_buildOfflineReasonSection()</code> (Offline SLA & Action Updates) widget from below the Info Grid to below the Activity Timeline, i.e. where the comments section used to be. • The Offline SLA widget is still shown only for offline tickets (<code>isOfflineTicket()</code>). New screen order 1. Hero Banner 2. Status Pills 3. Info Grid 4. Activity Timeline 5. Offline SLA & Action Updates (<i>offline tickets only</i>) Notes • The comment code (<code>_TicketCommentsSection</code>, <code>getComment()</code>, <code>addCommentAndRefresh()</code>) has not been deleted. It can be restored by uncommenting. • <code>getComment()</code> still calls the comments API (<code>GET /support/{id}/comments</code>) on screen load, even though the result is not shown. This can be removed later if needed. • The analyzer may show an <code>unused_element</code> warning for <code>_TicketCommentsSection</code>. This does not break the build. Testing • Open an offline ticket. The Offline SLA card should appear after the Activity Timeline, and the comments section should not appear. • Open a non-offline ticket. Neither the Offline SLA card nor the comments section should appear. • In the Offline SLA card, check that Action Update submission, the ETA picker and the countdown timer work as before. • Check that the scroll position and the bottom action buttons are not affected.			