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Add the "Automatically close ticket tabs when" option in the Admin settings so it can be set for all agents at once Finished

Kyle Oliveira •

Feature Request# **اسم المنتدى:** •

We'd like to administratively adjust agent preferences--present and future--so that they will .have the **Automatically close ticket tabs when** set to unchecked

Right now agents have to manually do this by going to Preferences > Profile > Tickets and unchecking the **replying** option. We'd like to set that behavior system-wide with our agents, .but I'm unable to find a setting within the Admin portal or through the API


تعليق (1)

Lara Proud

منذ 6 أشهر

Admins can set up this default behavior in the helpdesk under **Business Rules > Interface .Defaults**

:On the settings page, under **Ticket Reply**, you'll see the option

Make sure you have **deselected** the option Automatically enable "Close Tab". This will  update the helpdesk default so that when agents respond to a ticket the tab will remain open .after their action takes place

Note that agents are still able to change their preferences in their Agent Settings, but setting this in Admin will ensure that this is the default behavior for existing agents and any new .agents created unless they select otherwise