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Default forward as a new ticket Finished

Patrick Wijntjes •

Feature Request# **اسم المنتدى:** •

Since release 2019.6 it is possible to forward a ticket as a new ticket (<https://support.deskpro.com/en-GB/news/posts/forward-and-create-new-linked-ticket>). It would be nice if I as an admin can set this option on by default

تعليقات (٢)

Matthew Wray

منذ 4 سنوات

Hi Patrick, You can set this checkbox to be selected by default in Admin > Tickets > Settings Towards the bottom of the Ticket Defaults area there's an option for 'Forward as a new linked ticket'. Hope that helps

Patrick Wijntjes

منذ 4 سنوات

Hi Matthew, Thanks for you help! I expected this setting under Admin > Tickets> Forward Settings. Kind regards, Patrick