Deskpro

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I want to be able to customize the default Follow Up action type Collecting Feedback

- JM Jouni Matikainen
- **اسم المنتدى:** Feature Request#

Currently, if I create a new follow up, the default action type is "add reply" as seen on the below screenshot:

Follow Ups

When	Agent	Actions
No Follow Ups		

Add Follow Up
Follow Up Time

15 minutes	1 hour	6 hours

Follow Up Actions

TYPE

Add reply
Assign agent
Assign team
Add reply
Add note
Hold
Status

+ Add action

Criteria
☐ Cancel follow up if user replies

Create

I would like to be able to set the default to "Status: Awaiting agent" This is going to be used 95% of times in our company so it would actually help us a lot. Perhaps having a custom default and saved Follow Ups would be helpful.

تعليق (1)

Jeroen van der Steen JS

منذ 4 سنوات

Added to this (and mentioned before, I believe): it would be great if you could set a follow up from a Macro.