

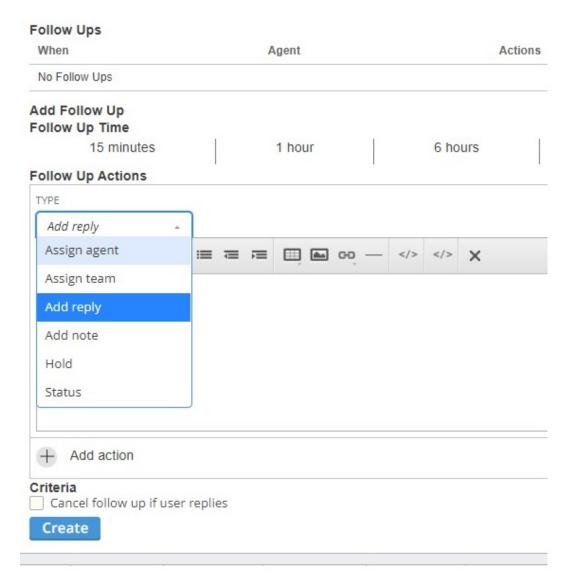


مركز المساعدة > اقتراحات > Feature Request > I want to be able to customize the default Follow Up action type

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



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)

JS Jeroen van der Steen

منذ 4 سنه ات

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