



مركز المساعدة > Let agent choose default response status < مركز المساعدة

## Let agent choose default response status Collecting Feedback

- GR Gary Ramos •
- اسم المنتدى: #Feature Request

The ability to set the default action in preferences when replying to a ticket to be "Send Reply as Awaiting .Agent", "Awaiting User" etc

Ie. for each agent to be able to choose what they want the default to be when they respond to a ticket