Deskpro

[Feature Request](#) > اقتراحات > مركز المساعدة > [Let Agents Customize Ticket Options (like Send User Email Notification](#)

Let Agents Customize Ticket Options (like Send User Email Notification) Collecting Feedback

• Christian Mattart

• **اسم المنتدى:** Feature Request#

Some like it enabled by default, others don't. This should be a per-agent configuration option.

In fact, all the options for new tickets and new replies should be customizable by the agents (for organizations that would let their agents choose)).