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

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

- CM 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).