



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

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