



<u>.Feature Request</u> > <u>Setting a default status when a note is added</u> < <u>مركز المساعدة</u> > <u>اقتراحات</u> > Setting a default status when a note is added. Collecting Feedback

Barry •

• اسم المنتدى: #Feature Request

.Currently in the ticket defaults you can set a default status for when you're sending a reply

It would be helpful if you could set a default for a note as well (usually when adding a note .(you'd want the status to be awaiting agent for agent visibility