



<u>Canolfan Gymorth</u> > <u>Cymuned</u> > <u>Feature Request</u> > <u>Let Agents Customize Ticket Options</u> (like Send User Email Notification)

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

- Christian Mattart
- Enw'r Fforwm: #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).