Option for agent interface to default to Note Finished

- Martin Brule Jr.
- **Enw'r Fforwm:** #Feature Request

Most of the ticket work we do is adding admin notes on tickets rather than sending user responses. It'd be nice to have an option where the agent interface will default to Note instead of Reply upon opening tickets in the work space of the agent interface.

Sylw (1)

Chris Padfield

8 years ago

There is an app you can install for this functionality:

https://github.com/DeskPRO/DeskPRO-Apps/tree/master/deskpro-default-notetab