

I want to be able to customize the default Follow Up action type

- Currently, if I create a new follow up, the default action type is "add reply" as seen on the below screenshot:

Follow Ups

When

Agent

Actions

No Follow Ups

Add Follow Up

Follow Up Time

15 minutes

1 hour

6 hours

Follow Up Actions

TYPE

Add reply

Assign agent

Assign team

Add reply

Add note

Hold

Status

+ Add action

Criteria

☐ Cancel follow up if user replies

Create

I would like to be able to set the default to "Status: Awaiting agent" This is going to be used 95% of times in our company so it would actually help us a lot. Perhaps having a custom default and saved Follow Ups would be helpful.

Kommentar (1)

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4 år siden

Added to this (and mentioned before, I believe): it would be great if you could set a follow up from a Macro.