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Customise time options for follow ups Collecting Feedback

- ME Mark Edwards
- **Forenname:** #Feature Request

The ability to customise the default time options when creating a 'Follow up'

PROPERTIES

LINKED TICKETS (1)

LINKED COMMUNITY TOPICS (1)

TASKS (0)

FOLLOW UPS (0)

SLAS

Follow Ups

WhenAgentActionsCriteriaStatus

No Follow Ups

Add Follow Up

Follow Up Time

15 minutes1 hour6 hours1 day3 daysPlease selectM/D/YYYY HH:MM

Follow Up Actions

TYPE

Add reply

B I A [Icons] </> X

+ Add action

Criteria

☐ Cancel follow up if user replies

Create