

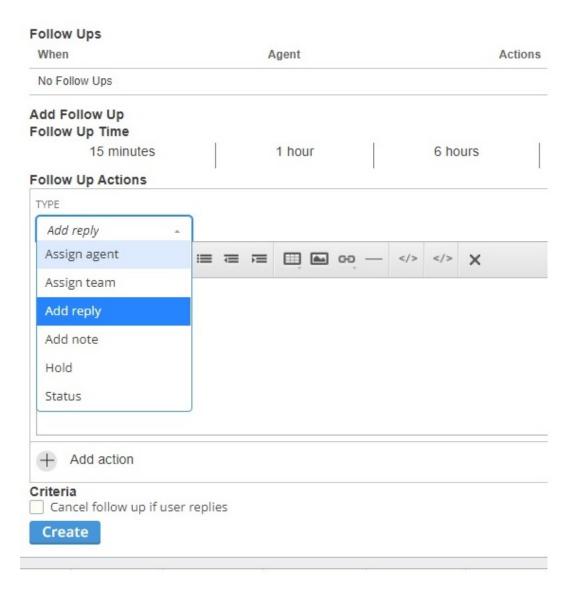


 $\underline{\text{Hilfe-Center}} > \underline{\text{Community}} > \underline{\text{Feature Request}} > \underline{\text{I want to be able to customize the default Follow Up action type}}$ 

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

- JM Jouni Matikainen
- Forenname: #Feature Request

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



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)

## JS Jeroen van der Steen

 $vor \ 4 \ Jahren$ 

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