

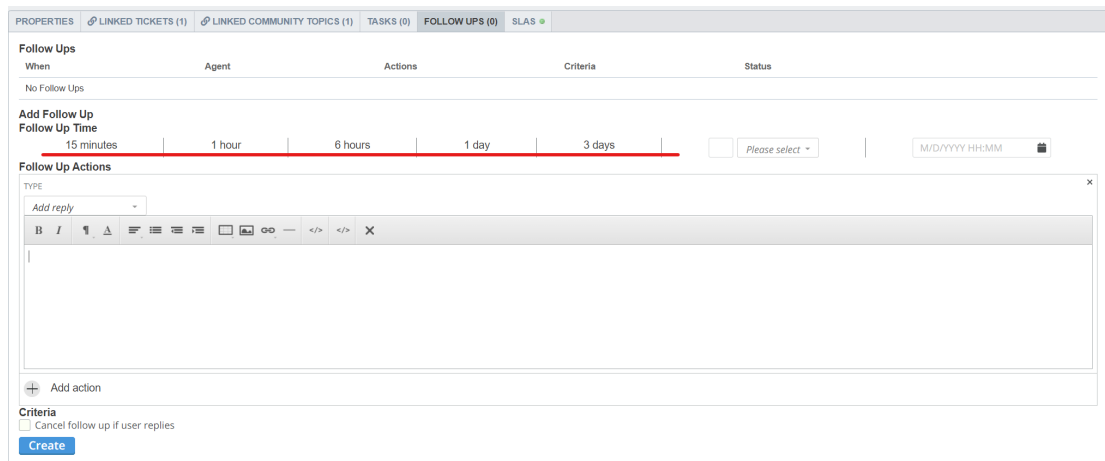


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Customise time options for follow ups Collecting Feedback

- ME Mark Edwards
- **Όνομα φόρουμ:** #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

When	Agent	Actions	Criteria	Status
No Follow Ups				

Add Follow Up

Follow Up Time

15 minutes 1 hour 6 hours 1 day 3 days

Follow Up Actions

TYPE: Add reply

Criteria

Cancel follow up if user replies