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Customise time options for follow ups Collecting Feedback

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- **Όνομα φόρουμ:** #Feature Request

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

The screenshot shows the 'Follow Ups' configuration interface in Deskpro. At the top, there are navigation tabs: PROPERTIES, LINKED TICKETS (1), LINKED COMMUNITY TOPICS (1), TASKS (0), FOLLOW UPS (0), and SLAS. Below this, the 'Follow Ups' section has a table with columns: When, Agent, Actions, Criteria, and Status. The table is currently empty, showing 'No Follow Ups'. Below the table, there is an 'Add Follow Up' section. It includes a 'Follow Up Time' section with radio buttons for 15 minutes, 1 hour, 6 hours, 1 day, and 3 days. The '15 minutes' option is selected. To the right of these options is a 'Please select -' dropdown and a date/time input field with a calendar icon. Below this is the 'Follow Up Actions' section, which has a 'TYPE' dropdown set to 'Add reply'. Below the dropdown is a rich text editor with a toolbar containing icons for bold, italic, underline, link, unlink, list, and code. Below the editor is an 'Add action' button. At the bottom, there is a 'Criteria' section with a checkbox labeled 'Cancel follow up if user replies' and a 'Create' button.