



[Κέντρο Εξυπηρέτησης](#) > [Κοινότητα](#) > [Feature Request](#) > [Let Agents Customize Ticket Options \(like Send User Email Notification\)](#)

## **Let Agents Customize Ticket Options (like Send User Email Notification) Collecting Feedback**

- CM Christian Mattart
- **Όνομα φόρουμ:** #Feature Request

Some like it enabled by default, others don't. This should be a per-agent configuration option.

In fact, all the options for new tickets and new replies should be customizable by the agents (for organizations that would let their agents choose).