



[Κέντρο Εξυπηρέτησης](#) > [Κοινότητα](#) > [Feature Request](#) > [Ticket search defaults](#)

Ticket search defaults Collecting Feedback

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- **Όνομα φόρουμ:** #Feature Request

When you use the ticket search the ticket status defaults to awaiting agent and awaiting user.
The agent also defaults to 'me'.

I'd like to be able to specify my own default ticket options