

- 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.

Comment (1)

JS **Jeroen van der Steen**

4 years ago

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