



Help Centre > Community > Feature Request > Let Agents Customize Ticket Options (like Send User Email Notification)

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

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• Forum name: #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).