



[Help Center](#) > [Community](#) > [Feature Request](#) > [Customise time options for follow ups](#)

Customise time options for follow ups Collecting Feedback

- ME Mark Edwards
- **Forum name:** #Feature Request

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

The screenshot shows a software interface for managing follow-up actions. At the top, there are tabs for 'PROPERTIES', 'LINKED TICKETS (1)', 'LINKED COMMUNITY TOPICS (1)', 'TASKS (0)', 'FOLLOW UPS (0)', and 'SLAS'. Below the tabs, there is a table with columns for 'When', 'Agent', 'Actions', 'Criteria', and 'Status'. The table currently shows 'No Follow Ups'. Below the table, there is a section for 'Add Follow Up' with a 'Follow Up Time' dropdown menu. The dropdown menu is open, showing options for '15 minutes', '1 hour', '6 hours', '1 day', and '3 days'. Below the dropdown menu, there is a 'Follow Up Actions' section with a 'TYPE' dropdown menu set to 'Add reply'. Below the dropdown menu, there is a rich text editor with a toolbar containing icons for bold, italic, underline, text color, background color, bulleted list, numbered list, link, unlink, and code. Below the rich text editor, there is a 'Criteria' section with a checkbox for 'Cancel follow up if user replies' and a 'Create' button.