Add the "Automatically close ticket tabs when" option in the Admin settings so it can be set for all agents at once Finished

- Kyle Oliveira
- **Forum name:** #Feature Request

We'd like to administratively adjust agent preferences--present and future--so that they will have the ***Automatically close ticket tabs when*** set to unchecked.

Right now agents have to manually do this by going to Preferences > Profile > Tickets and unchecking the ***replying*** option. We'd like to set that behavior system-wide with our agents, but I'm unable to find a setting within the Admin portal or through the API.

Comment (1)

Lara Proud

1 month ago

Admins can set up this default behavior in the helpdesk under **Business Rules > Interface Defaults**.

On the settings page, under **Ticket Reply**, you'll see the option:

Make sure you have **deselected** the option Automatically enable "Close Tab". This will update the helpdesk default so that when agents respond to a ticket the tab will remain open after their action takes place.

Note that agents are still able to change their preferences in their Agent Settings, but setting this in Admin will ensure that this is the default behavior for existing agents and any new agents created unless they select otherwise.