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

- KO 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.