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I want to be able to customize the default Follow Up action type Collecting Feedback

- Jouni Matikainen
- **Nombre del foro:** #Feature Request

Currently, if I create a new follow up, the default action type is "add reply" as seen on the below screenshot:

When	Agent	Actions
No Follow Ups		

**Add Follow Up**

**Follow Up Time**

15 minutes	1 hour	6 hours
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**Follow Up Actions**

TYPE
<i>Add reply</i>
Assign agent
Assign team
<b>Add reply</b>
Add note
Hold
Status

+ Add action

**Criteria**

Cancel follow up if user replies

**Create**

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.

Comentario (1)

**Jeroen van der Steen**

2 years ago

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