



[Help Center](#) > [Community](#) > [Bug Report](#) > [Create ticket with Note](#)

Create ticket with Note Collecting Feedback

Markus Finster •

Forum name: #Bug Report •

We're using on-prem version 2019.7.3. - and when I create a New Ticket and switch to NOTE, it still says "Save Note as Awaiting User", and not

"Save Note as Awaiting Agent" as it says here:

<https://support.deskpro.com/en/news/posts/new-feature-start-a-ticket-with-an-agent-note>

(Comment (1

Matthew Wray

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Hi Markus,

Currently this follows the default settings as defined in Admin > Tickets > Settings > Ticket Defaults > New Ticket > Set status

It is only possible to set the same status whether you are starting the ticket with a reply or a ?note so I guess this would be a feature request to split out the default for notes and replies