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Customise time options for follow ups Collecting Feedback

Mark Edwards •

Forum name: #Feature Request •

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

PROPERTIES LINKED TICKETS (1) LINKED COMMUNITY TOPICS (1) TASKS (0) FOLLOW UPS (0) SLAS

When	Agent	Actions	Criteria	Status
No Follow Ups				

Add Follow Up

Follow Up Time

15 minutes | 1 hour | 6 hours | 1 day | 3 days | Please select - | M/D/YYYY HH:MM

Follow Up Actions

TYPE: Add reply

B I [text color] [background color] [bulleted list] [numbered list] [link] [unlink] [code] X

+ Add action

Criteria

Cancel follow up if user replies

Create