



[Feature Request](#) > [Default forward as a new ticket](#) < [انتقادات و پیشنهادات](#) < [Help Center](#)

Default forward as a new ticket Finished

Patrick Wijntjes •

Forum name: #Feature Request •

Since release 2019.6 it is possible to forward a ticket as a new ticket

(<https://support.deskpro.com/en-GB/news/posts/forward-and-create-new-linked-ticket>). It

.would be nice if I as an admin can set this option on by default

(Comments (۲

Matthew Wray

5 سال پیش

Hi Patrick, You can set this checkbox to be selected by default in Admin > Tickets > Settings

Towards the bottom of the Ticket Defaults area there's an option for 'Forward as a new

!linked ticket'. Hope that helps

Patrick Wijntjes

5 سال پیش

Hi Matthew, Thanks for you help! I expected this setting under Admin > Tickets> Forward

Settings. Kind regards, Patrick