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

Jouni Matikainen •

**Forum name:** #Feature Request •

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

## Follow Ups

When	Agent	Actions
No Follow Ups		

### Add Follow Up

#### Follow Up Time

15 minutes

1 hour

6 hours

#### Follow Up Actions

TYPE

Add reply

Assign agent

Assign team

Add reply

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

(Comment (1

### Jeroen van der Steen

1 سال پیش

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