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

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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



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

2 سال پیش

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