



Feature Request > Let agent choose default response < انتقادات و پیشنهادات < Help Center status

Let agent choose default response status Collecting Feedback

Gary Ramos •

Forum name: #Feature Request •

The ability to set the default action in preferences when replying to a ticket to be "Send Reply as Awaiting Agent", "Awaiting User" etc

le. for each agent to be able to choose what they want the default to be when they respond to a ticket