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Modify Default set of Ticket Email Notifications Collecting Feedback

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**Forum name:** #Feature Request •

I would like the behavior for setting up new agents to be more flexible in regards to ticket notifications: when we setup a new user, we would like to be able to configure a default set of ticket notifications that take effect for our new users instead of clicking through the 18-21 clicks per new user. This would save loads of IT time multiplied across a number of DeskPro !user setups. Thanks