



Feature Request > Setting a default status when a note is < انتقادات و بیشنهادات < Help Center .added

Setting a default status when a note is added. Collecting Feedback

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Forum name: #Feature Request •

.Currently in the ticket defaults you can set a default status for when you're sending a reply

It would be helpful if you could set a default for a note as well (usually when adding a note .(you'd want the status to be awaiting agent for agent visibility