

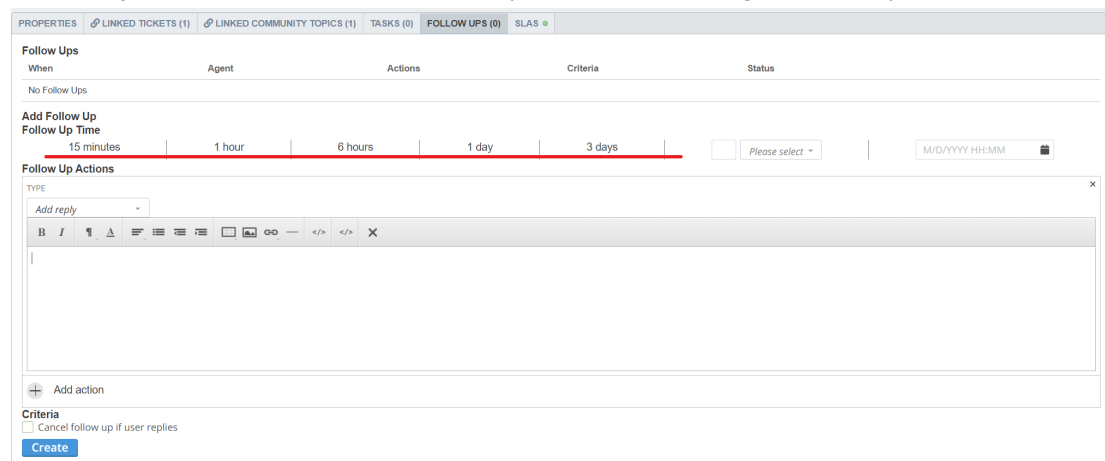


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Customise time options for follow ups Collecting Feedback

- Mark Edwards
- **Fórum neve:** #Feature Request

The ability to customise the default time options when creating a 'Follow up'



The screenshot shows the 'Follow Ups' configuration page in Deskpro. At the top, there are navigation tabs: PROPERTIES, LINKED TICKETS (1), LINKED COMMUNITY TOPICS (1), TASKS (0), FOLLOW UPS (0), and SLAS. Below the tabs, there is a table with columns: When, Agent, Actions, Criteria, and Status. The table is currently empty, showing 'No Follow Ups'. Below the table, there is a section for 'Add Follow Up' with a 'Follow Up Time' selector. The selector has radio buttons for '15 minutes', '1 hour', '6 hours', '1 day', and '3 days'. The '15 minutes' option is selected. To the right of the selector, there is a 'Please select -' dropdown and a date/time input field with a calendar icon. Below the 'Follow Up Time' section, there is a 'Follow Up Actions' section with a 'TYPE' dropdown set to 'Add reply'. Below the dropdown is a rich text editor with a toolbar containing icons for bold, italic, text color, background color, bulleted list, numbered list, link, unlink, image, video, code, and undo. Below the rich text editor, there is an 'Add action' button. At the bottom, there is a 'Criteria' section with a checkbox for 'Cancel follow up if user replies' and a 'Create' button.