



[Centro Assistenza](#) > [Comunità](#) > [Feature Request](#) > [Let agent choose default response status](#)

Let agent choose default response status Collecting Feedback

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- **Nome del forum:** #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.

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