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Default forward as a new ticket Finished

- Patrick Wijntjes
- フォーラム名: #Feature Request

Since release 2019.6 it is possible to forward a ticket as a new ticket (<https://support.deskpro.com/en-GB/news/posts/forward-and-create-new-linked-ticket>). It would be nice if I as an admin can set this option on by default.

Comments (2)

Matthew Wray

4年前

Hi Patrick, You can set this checkbox to be selected by default in Admin > Tickets > Settings Towards the bottom of the Ticket Defaults area there's an option for 'Forward as a new linked ticket'. Hope that helps!

Patrick Wijntjes

4年前

Hi Matthew, Thanks for your help! I expected this setting under Admin > Tickets > Forward Settings. Kind regards, Patrick