



[헬프센터](#) > [피드백](#) > [Feature Request](#) > [Customise time options for follow ups](#)

Customise time options for follow ups Collecting Feedback

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- 포럼 이름: #Feature Request

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

The screenshot shows the 'Follow Ups' configuration page. At the top, there are tabs for '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 currently shows '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 and highlighted with a red underline. To the right of the selector is a 'Please select' dropdown and a date/time input field 'M/D/YYYY HH:MM'. Below the time selector is a 'Follow Up Actions' section with a 'TYPE' dropdown set to 'Add reply' and a rich text editor with a toolbar. At the bottom, there is a 'Criteria' section with a checkbox 'Cancel follow up if user replies' and a 'Create' button.