Default forward as a new ticket Finished

- Patrick Wijntjes
- **Forumo pavadinimas:** #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 years ago

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 optiong for 'Forward as a new linked ticket'. Hope that helps!

Patrick Wijntjes

4 years ago

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