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Agent option to enable reply formatting by default Finished

- SM Sam Menown
- **Forum name:** #Feature Request

In Horizon UI Agent text formatting by default is hidden for Email\Note. We'd like a way to have it on all the time for some users who would like it option-able via their preferences.

See blue highlighted button in image attached

Comment (1)

Lara Proud

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The text formatting tools will remain in the reply box depending on the last selected state per agent, so if an Agent would like them to stay on, all they have to do is enable it once. This preference will be remembered whenever they access the reply box.