I want to be able to customize the default Follow Up action type Collecting Feedback

- JM Jouni Matikainen
- **Naam forum:** #Feature Request

Currently, if I create a new follow up, the default action type is "add reply" as seen on the below screenshot:

I would like to be able to set the default to "Status: Awaiting agent" This is going to be used 95% of times in our company so it would actually help us a lot. Perhaps having a custom default and saved Follow Ups would be helpful.

Reactie (1)

JS **Jeroen van der Steen**
4 jaar geleden
Added to this (and mentioned before, I believe): it would be great if you could set a follow up from a Macro.