



[Hulpcentrum](#) > [Gemeenschap](#) > [Feature Request](#) > [Let agent choose default response status](#)

Let agent choose default response status Collecting Feedback

- Gary Ramos
- **Naam forum:** #Feature Request

The ability to set the default action in preferences when replying to a ticket to be "Send Reply as Awaiting Agent" , "Awaiting User" etc.

ie. for each agent to be able to choose what they want the default to be when they respond to a ticket