

<u>Hulpcentrum</u> > <u>Gemeenschap</u> > <u>Feature Request</u> > <u>Let Agents Customize Ticket Options (like Send User Email</u> <u>Notification)</u>

## Let Agents Customize Ticket Options (like Send User Email Notification) Collecting Feedback

- CM Christian Mattart
- Naam forum: #Feature Request

Some like it enabled by default, others don't. This should be a per-agent configuration option.

In fact, all the options for new tickets and new replies should be customizable by the agents (for organizations that would let their agents choose).