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Option for agent interface to default to Note Finished

- Martin Brule Jr.
- **Forum Navn':** #Feature Request

Most of the ticket work we do is adding admin notes on tickets rather than sending user responses. It&#039;d be nice to have an option where the agent interface will default to Note instead of Reply upon opening tickets in the work space of the agent interface.

Kommentar (1)

**Chris Padfield**

9 år siden

There is an app you can install for this functionality:

<https://github.com/DeskPRO/DeskPRO-Apps/tree/master/deskpro-default-notetab>