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## **I want to be able to customize the default Follow Up action type**

### **Collecting Feedback**

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

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

## Follow Ups

When	Agent	Actions
No Follow Ups		

### Add Follow Up

## Follow Up Time

15 minutes

1 hour

6 hours

## Follow Up Actions

## TYPE

- Add reply
- Assign agent
- Assign team
- Add reply**
- Add note
- Hold
- Status

 Add action

## Criteria

Cancel follow up if user replies

## Create

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.

## Komentarz (1)

JS Jeroen van der Steen

4 lata temu

Added to this (and mentioned before, I believe): it would be great if you could set a follow up from a Macro.