



[Centrum Wsparcia](#) > [Grupa](#) > [Feature Request](#) > [Let agent choose default response status](#)

## Let agent choose default response status Collecting Feedback

- GR Gary Ramos
- **Nazwa 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.

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