



<u>Centro de Suporte</u> > <u>Comunidade</u> > <u>Feature Request</u> > <u>Let Agents Customize Ticket Options</u> (<u>like Send User Email Notification</u>)

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

- Christian Mattart
- Nome do fórum: #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).