



[Centro de Ajuda](#) > [Comunidade](#) > [Feature Request](#) > [Let Agents Customize Ticket Options \(like Send User Email Notification\)](#)

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).