



<u>Centro de Ajuda</u> > <u>Comunidade</u> > <u>Feature Request</u> > <u>Setting a default status when a note is</u>

Setting a default status when a note is added. Collecting Feedback

Barry

• Nome do Fórum: #Feature Request

Currently in the ticket defaults you can set a default status for when you're sending a reply.

It would be helpful if you could set a default for a note as well (usually when adding a note you'd want the status to be awaiting agent for agent visibility).