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Customise time options for follow ups Collecting Feedback

- ME Mark Edwards
- **Ime foruma:** #Feature Request

The ability to customise the default time options when creating a 'Follow up'

PROPERTIES

LINKED TICKETS (1)

LINKED COMMUNITY TOPICS (1)

TASKS (0)

FOLLOW UPS (0)

SLAS

Follow Ups

When

Agent

Actions

Criteria

Status

No Follow Ups

Add Follow Up
Follow Up Time

15 minutes

1 hour

6 hours

1 day

3 days

Please select -

M/D/YYYY HH:MM

Follow Up Actions

TYPE

Add reply

B I U A

Link

Code

Quote

Table

Image

Video

Audio

Text

Code

X

+ Add action

Criteria

☐ Cancel follow up if user replies

Create