



[Yardm Merkezi](#) > [Topluluk](#) > [Feature Request](#) > [Customise time options for follow ups](#)

## Customise time options for follow ups Collecting Feedback

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- **Forum ad:** #Feature Request

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

The screenshot shows a web interface for managing 'Follow Ups'. At the top, there are navigation tabs: PROPERTIES, LINKED TICKETS (1), LINKED COMMUNITY TOPICS (1), TASKS (0), FOLLOW UPS (0), and SLAS. Below the tabs, there is a table header for 'Follow Ups' with columns: When, Agent, Actions, Criteria, and Status. The table currently shows 'No Follow Ups'. Below the table, there is a section for 'Add Follow Up' with a 'Follow Up Time' selector. The selector has radio buttons for '15 minutes', '1 hour', '6 hours', '1 day', and '3 days'. The '15 minutes' option is selected and highlighted with a red underline. To the right of the selector is a 'Please select -' dropdown and a date input field with the placeholder 'M/D/YYYY HH:MM'. Below the time selector is a 'Follow Up Actions' section with a 'TYPE' dropdown set to 'Add reply'. Below the dropdown is a rich text editor with a toolbar containing icons for bold, italic, underline, text color, background color, bulleted list, numbered list, link, unlink, and code. Below the editor is an 'Add action' button. At the bottom, there is a 'Criteria' section with a checkbox for 'Cancel follow up if user replies' and a 'Create' button.