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Customise time options for follow ups Collecting Feedback

- Mark Edwards
- **Forum name:** #Feature Request

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

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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 [bold] [italic] [underline] [link] [image] [code] [undo] [redo] [clear] X

+ Add action

Criteria

Cancel follow up if user replies

Create