

## I want to be able to customize the default Follow Up action type

### Collecting Feedback

- JM Jouni Matikainen
- 论坛名称: #Feature Request

Currently, if I create a new follow up, the default action type is "add reply" as seen on the below screenshot:

**Follow Ups**

When	Agent	Actions
No Follow Ups		

**Add Follow Up**

**Follow Up Time**

15 minutes	1 hour	6 hours
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**Follow Up Actions**

TYPE

Add reply

Assign agent

Assign team

Add reply

Add note

Hold

Status

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GO

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 Add action

**Criteria**

☐ Cancel follow up if user replies

Create

I would like to be able to set the default to "Status: Awaiting agent" This is going to be used 95% of times in our

company so it would actually help us a lot. Perhaps having a custom default and saved Follow Ups would be helpful.

## Comments (1)

JS **Jeroen van der Steen**

4 years ago

Added to this (and mentioned before, I believe): it would be great if you could set a follow up from a Macro.