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Ability to add options for the 'remove' option on a ticket Collecting Feedback

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Feature Request# **اسم المنتدى:** •

Add 'Out of office' as a possible 'Remove' action on tickets (in addition to the special delete option 'Spam

Alternatively, it would be helpful to allow us to set a custom Hidden status from the admin panel (add 'Spam' and/or deleted to Status type dropdown