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Adding in "The user has been waiting for..." to Type list for Ticket SLAs Under Review

Brian Whitmore •

اسم المنتدى: # Feature Request

Can you add "The user has been waiting for..." to the Type list for Ticket SLAs similar to the ?Event field for Ticket Escalations

تعليق (1)

**Earle Steel**

منذ 7 سنوات

Hello Brian, Thank you for your submission. We will look into this as a feature for the SLA !section in future releases. Please contact our Support Team if you have any further queries