



[Feature Request](#) > [Adding in "The user has been waiting for..." to Type list for Ticket SLAs](#) < [اقتراحات](#) < [مركز المساعدة](#)

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

Brian Whitmore •

Feature Request# • اسم المنتدى:

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 6 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