



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

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

• BW 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 8 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