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Additional total times in DPQL Collecting Feedback

Joshua Thompson •

Feature Request# **اسم المنتدى** •

:Currently in DPQL there are 4 total time options in the tickets table

total\_to\_first\_reply

total\_user\_waiting

tickets.total\_to\_first\_reply\_wh

tickets.total\_user\_waiting\_wh

.It would be helpful if there were more options here

.Specifically a total time the ticket is in the pending status would be particularly useful