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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