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Be able to exclude tickets which have previously been placed on 'hold' when creating an Average Total Time stat Collecting Feedback

Sicaro Burnett •

Feature Request# **اسم المنتدى:** •

We'd like a report that calculates the Average Total Time for resolved tickets, grouped by .agent that does not include tickets that have been on 'hold

What I've found is that if a ticket has been on hold, the on hold time is included in the total .calculation