

[Feature Request](#) > [Google Snooze instead of On Hold](#) < [مركز المساعدة](#) < [اقتراحات](#)

Google Snooze instead of On Hold Collecting Feedback

SH Steve, Lam Hang •
Feature Request# [اسم المنتدى](#) •

.I'd like to report a new feature request. Google uses Snooze instead of on hold

If I set a ticket on hold and want to bring it back, it seems I must either wait for a response from the user or
.create a follow-up which is an additional step

.Below is a feature I would like to see

