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Google Snooze instead of On Hold Collecting Feedback

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اسم المنتدى: # Feature Request

.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

