



[Feature Request](#) > [On hold in reporting](#) < [مركز المساعدة](#) < [اقتراحات](#)

On hold in reporting Collecting Feedback

Danny Batenburg •

Feature Request# [اسم المنتدى](#) •

We would like to see the option to generate a report for on hold tickets to be able to see how long a ticket has been on hold. This can be valuable information when the status is used in a way where a 3rd party needs to provide the answer for a ticket.

.Please let me know if something is unclear