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## On hold in reporting Collecting Feedback

DB Danny Batenburg •  
اسم المنتدى: # Feature Request

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. <br /><br /> <br /><br /> Please let me know if something is unclear.