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## ?What does 'is\_hold' mean in the tickets table

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*tickets.is\_hold* records whether a ticket has been placed on hold by an agent. The on hold state has been superceded with the addition of [Pending Status](#). This article is only applicable if on Deskpro version 2019.2 or .older, any newer version of Deskpro you can report on Pending status with [this guide](#)

.The value of *is\_hold* is 1 when the ticket is on hold, and 0 otherwise

:If you wanted your report to return only tickets that are on hold, you'd include this in your DPQL

```
WHERE tickets.is_hold = 1
```

Note that *is\_hold* is separate from *tickets.status* - a ticket that's on hold will always have a status of *.awaiting\_agent*