Control whether Pending status is counted in SLAs and Ticket Waiting times

Product - (٠) تعليقات - Grace Howlett - 2020-07-20

We've added some new settings which allow you to control how the time a ticket spends in
.'Pending' status is counted

:Tracking Waiting Times in Pending Status

Now, you can choose whether the time a ticket spends in 'Pending' status counts towards
user waiting time, agent waiting time or whether the time a ticket spends in this status is
not counted at all. These settings can be configured in **Admin > Tickets > Status >**
.**Pending**

This setting is also available for any Pending sub-statuses you set up, allowing you to more
accurately reflect the waiting times based on *why* a ticket has been put into Pending status
.and who you want to attribute the waiting time to

For example, you may have a Pending sub-status which is used to track tickets that are
waiting for something internally within your company and you want that to count towards
the time a user has been waiting. However, you could have another Pending sub-status that
is used when you're waiting on something from a 3rd party supplier and as you have no
control over this, you prefer for time spent in this status to not be counted in the waiting
.times at all

:Pending Status & SLAs

For each SLA you create, you can now choose whether you want to stop the SLA from
.counting whilst a ticket is in Pending status or any Pending sub-statuses

If a ticket is put into a Pending status where the SLA should not be applying, the SLA warn
and fail date in the SLA tab will show N/A until the ticket is moved into a status where the
.SLA should be applying again