



[Product](#) > ['On hold' Escalation Event Added](#) < [الاخبار](#)

## **'On hold' Escalation Event Added'**

[Product](#) - [تعليقات \(0\)](#) - Benedict Sycamore - 2017-09-11

This new product feature gives agents the ability to set escalations events based on how long a ticket has been in an 'on hold' state



Agents can define the required period of time elapsed for the escalation to trigger a specified action



Whether you require prompting to follow up with a user after an elapsed period of time, or simply want to increase the urgency of a ticket that's been on hold too long, this new feature allows you to use all standard escalation actions

.We'd also like to thank everyone who submitted feedback regarding this feature; we hope you find it useful