

'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

Title *	<input type="text" value="'On hold'"/>
<hr/>	
Event	<div><div>The ticket has been on hold for...</div><div><input type="text" value="2"/> <div>hours</div></div></div>

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

Actions ⓘ

then

The following actions will run:

Set Urgency	<div><div>Set urgency to</div><div><input type="text" value="8"/></div></div>	<div><div></div><div></div></div>
<input type="checkbox"/> Only set if urgency is lower		
<div><div></div><div>Action</div></div>		

Save

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