

'On hold' Escalation Event Added'


Product - (·) Benedict Sycamore - Comments - 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 *

Event


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 

Only set if urgency is lower

 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