# 'On hold' Escalation Event Added

[Product](#) - تعليقات (٠) - 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.