

Updating Reports for 'is_hold'

Emily Booth - 2019-03-12 - Коментари (0) - Creating Reports

If you have reports that reference `is_hold` specifically, they must be updated to use the status instead following the change to [Pending Status](#):

BEFORE:

```
WHERE tickets.is_hold = 1
```

AFTER:

```
WHERE tickets.status = 'pending'
```

Any time you reference `awaiting_agent`, you may want to also include `pending` to maintain the same results as before. (Of course, it might actually be that the proper behaviour you want is not-on-hold tickets but you just didn't think to exclude them before.)

...

```
WHERE tickets.status IN ('awaiting_agent', 'pending')
```