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On hold until date Finished

- Simon Garczynski
- **Enw'r Fforwm:** #Feature Request

We really miss a function to put a ticket on hold until a certain date. The idea is that it is possible to put a ticket on hold, up to a date, and it will be automatically removed from the on hold status on the date.

Sylw (1)

Matthew Wray

4 years ago

Hi Simon. You could achieve this on a per ticket basis by adding a follow up to a ticket once you've placed it on Hold/Pending:

<https://support.deskpro.com/en/guides/agent-guide/tickets/follow-ups-2> If you wanted a blanket rule for all tickets that are placed on hold you could also setup an escalation to move them back to awaiting agent after x amount of time has passed:

<https://support.deskpro.com/en/guides/admin-guide/automating-the-helpdesk/escalations>