



[Hilfe-Center](#) > [Community](#) > [Feature Request](#) > [Additional total times in DPQL](#)

Additional total times in DPQL Collecting Feedback

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- **Forename:** #Feature Request

Currently in DPQL there are 4 total time options in the tickets table:

`total_to_first_reply`

`total_user_waiting`

`tickets.total_to_first_reply_wh`

`tickets.total_user_waiting_wh`

It would be helpful if there were more options here.

Specifically a total time the ticket is in the pending status would be particularly useful.