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Additional total times in DPQL Collecting Feedback

- Joshua Thompson
- **Forenname:** #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.