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Google Snooze instead of On Hold Collecting Feedback

- SH Steve, Lam Hang
- **Forenname:** #Feature Request

I'd like to report a new feature request. Google uses Snooze instead of on hold.

If I set a ticket on hold and want to bring it back, it seems I must either wait for a response from the user or create a follow-up which is an additional step.

Below is a feature I would like to see.

