Working Hours for ticket triggers and escalations Collecting Feedback

- Justin
- **Forum name:** #Feature Request

Currently I have triggers set up to place tickets on hold and prevent agents from escalation notifications for tickets over the weekend that meet the 24h reminder. This works for now, but on Monday morning when they are taken off "Hold" the "Awaiting Agent Escalation" kicks in. I can prevent this by adding another workflow, but this becomes more of a work around than a solution. It would be helpful to be able to "Pause" or truly "Hold" a ticket and its trigger variables for times it remains open after core hours.

Comments (3)

Samuel Waser

5 years ago

same goes for any filters using a "User Waiting Time" value. This condition does not consider the configured business hours.

Christian

3 years ago

We operate 24/7 and being able to set triggers to meet the different requirements of the shifts would be of great use to us to better allocate resources to issues.

Azeem Javed

3 years ago

Like with SLA's, we would like the ability to only run triggers and escalations in working hours only