



[Help Centre](#) > [Community](#) > [Bug Report](#) > [Reverting between Ticket escalation - Ticket on hold causes error](#)

Reverting between Ticket escalation - Ticket on hold causes error Collecting Feedback

- Kenneth
- **Forum name:** #Bug Report

When creating a Ticket escalation, and using the "Ticket on hold" demand, all is good. But if you change to another escalation, and go back to the escalation just created, it doesn't seem to be able to set the correct saved value. It will always set "Ticket not on hold" in the dropdown, instead of the saved "Ticket on hold".