



[Help Center](#) > [Community](#) > [Feature Request](#) > [Adding in "The user has been waiting for..." to Type list for Ticket SLAs](#)

Adding in "The user has been waiting for..." to Type list for Ticket SLAs Under Review

- Brian Whitmore
- **Forum name:** #Feature Request

Can you add "The user has been waiting for..." to the Type list for Ticket SLAs similar to the Event field for Ticket Escalations?

Comment (1)

**Earle Steel**

7 years ago

Hello Brian, Thank you for your submission. We will look into this as a feature for the SLA section in future releases. Please contact our Support Team if you have any further queries!