On Hold until specific date time Finished

- DP Dave Pigliavento
- **Forum name:** #Feature Request

When setting a ticket on hold it is generally for some known period of time. For example a request comes in to disable an account 2 weeks into the future. The ability to set a ticket on hold until a specific date with an optional agent notification on that date/time would be extremely helpful.

Comments (5)

S **Schat.net**
12 years ago
Yes I agree I also would Like this feature

AB **Aaron Bennett**
11 years ago
yer and a message saying this ticket is on hold until (date: time) when we will re-examine it or the feature to set your own message for post dated tickets

RN **Roland Nowak**
11 years ago
Would be a nice feature to have

AB **Aaron Bennett**
11 years ago
Also a department closed message, so that if a ticket is put on hold because a department is closed, it teels the user and gives them the chance to escalate the ticket to another department if the department the ticket is opened with is closed.

Paul Davies
7 years ago
Hi Dave. It is now possible to make a ticket on-hold, as well as setting up a followup for tickets, based on a number of different criteria. Please see the article:
https://support.deskpro.com/en/news/posts/introducing-follow-ups Best, Paul