

Where is the On Hold Action?

Emily Booth - 2023-05-31 - Comments (0) - Deskpro Legacy

Deskpro has updated the 'On Hold' state for a ticket, so it has now become 'Pending' which is its own stand-alone status, so this is no longer a sub-status of Awaiting Agent.

Previously with 'On Hold' a ticket would need to be set as Awaiting Agent and then require an Action to be put on hold. Now you can easily choose the Pending Status using the status dropdown field at the top of the ticket, or when replying to the ticket: