Reverting between Ticket escalation - Ticket on hold causes error Finished

- 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".

Comment (1)

Eloise Rea

1 month ago

Hi Kenneth, I'm just reaching out as we are doing a review of open bug reports in Deskpro since the release of Deskpro Horizon. I've taken a look into this issue and I can see this has now been fixed in Horizon.

Hopefully, you or a colleague will have received some information about Horizon and the upgrade options available. If not, you can find all of the information about Deskpro Horizon here: https://www.deskpro.com/lp/horizon

If you have any questions about Deskpro Horizon, or how to upgrade, please let me know and I'll be happy to help.