Deskpro

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Be able to exclude tickets which have previously been placed on 'hold' when creating an Average Total Time stat Collecting Feedback

- sicaro
- **Nombre del foro:** #Feature Request

We'd like a report that calculates the Average Total Time for resolved tickets, grouped by agent that does not include tickets that have been on 'hold'.

What I've found is that if a ticket has been on hold, the on hold time is included in the total calculation.