



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

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**

6 سال پیش

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