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Allow filters to filter on ticket not on hold Finished

John Blackwood •

Forum name: #Feature Request •

Right now it is possible to add a filter condition for tickets on hold, but not tickets which are .not on hold. Tickets which are on hold therefore show up in other filters

(Comment (1

Matthew Wray

4 سال پیش

We've changed the 'On Hold' status to 'Pending'. On Hold was essentially a sub-status of Awaiting Agent and hence in filters, 'On Hold' tickets could show alongside the 'Awaiting Agent' tickets. 'Pending' is a full status in its own right though so it should be easy to exclude these from filters where needed. Feel free to raise a ticket with Deskpro support if you have any questions about this or need any assistance getting filters setup