



[Feature Request](#) > [On hold in reporting](#) < [انتقادات و پیشنهادات](#) < [Help Center](#)

On hold in reporting Collecting Feedback

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Forum name: #Feature Request •

We would like to see the option to generate a report for on hold tickets to be able to see how long a ticket has been on hold. This can be valuable information when the status is used in a way where a 3rd party needs to provide the answer for a ticket.

.Please let me know if something is unclear