

## ?What does 'is\_hold' mean in the tickets table

(Ben Henley - 2019-03-13 - Comment (1) - Creating Reports (Old

*tickets.is\_hold* records whether a ticket has been placed on hold by an agent. The on hold state has been superceded with the addition of [Pending Status](#). This article is only applicable if on Deskpro version 2019.2 or older, any newer version of Deskpro you can [report on Pending status with this guide](#)

.The value of *is\_hold* is 1 when the ticket is on hold, and 0 otherwise

If you wanted your report to return only tickets that are on hold, you'd include this in your :DPQL

```
WHERE tickets.is_hold = 1
```

Note that *is\_hold* is separate from *tickets.status* - a ticket that's on hold will always have a .status of *awaiting\_agent*