

'On hold' Escalation Event Added'

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This new product feature gives agents the ability to set escalations events based .on how long a ticket has been in an 'on hold' state



Agents can define the required period of time elapsed for the escalation to .trigger a specified action



Whether you require prompting to follow up with a user after an elapsed period of time, or simply want to increase the urgency of a ticket that's been on hold too long, this new .feature allows you to use all standard escalation actions

We'd also like to thank everyone who submitted feedback regarding this feature; we hope .you find it useful