What does 'is_hold' mean in the tickets table?

Ben Henley - 2019-03-13 - Comments (0) - 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 The on hold state has been superceded with the addition of Pending Status.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*.