Deskpro

Adding in "The user has been waiting for..." to Type list for Ticket SLAs Under Review

- Brian Whitmore
- **Nom du forum:** #Feature Request

Can you add "The user has been waiting for..." to the Type list for Ticket SLAs similar to the Event field for Ticket Escalations?

Commentaire (1)

Earle Steel

il y a 7 ans

Hello Brian, Thank you for your submission. We will look into this as a feature for the SLA section in future releases. Please contact our Support Team if you have any further queries!