



[Hírek](#) > [Product](#) > ['On hold' Escalation Event Added](#)

'On hold' Escalation Event Added

2017-09-11 - Benedict Sycamore - [\(0\) megjegyzés](#) - [Product](#)

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.

Title *	<input type="text" value="'On hold'"/>
Event	<input type="text" value="The ticket has been on hold for..."/> <input type="text" value="2"/> <input type="text" value="hours"/>

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

Actions ⓘ

then	The following actions will run:
Set Urgency	<input type="text" value="Set urgency to"/> <input type="text" value="8"/> <input type="checkbox"/> Only set if urgency is lower
<input type="button" value="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.