On hold until date Finished

- SG Simon Garczynski
- **Nome del forum:** #Feature Request

We really miss a function to put a ticket on hold until a certain date. The idea is that it is possible to put a ticket on hold, up to a date, and it will be automatically removed from the on hold status on the date.

Commento (1)

MW **Matthew Wray**
6 anni fa
Hi Simon. You could achieve this on a per ticket basis by adding a follow up to a ticket once you've placed it on Hold/Pending: https://support.deskpro.com/en/guides/agent-guide/tickets/follow-ups-2 If you wanted a blanket rule for all tickets that are placed on hold you could also setup an escalation to move them back to awaiting agent after x amount of time has passed:
https://support.deskpro.com/en/guides/admin-guide/automating-the-helpdesk/escalations