Allow filters to filter on ticket not on hold Finished

- John Blackwood
- フォーラム名: #Feature Request

Right now it is possible to add a filter condition for tickets on hold, but not tickets which are not on hold. Tickets which are on hold therefore show up in other filters.

Comments (1)

Matthew Wray

5年前

We've changed the 'On Hold' status to 'Pending'. On Hold was essentially a sub-status of Awaiting Agent and hence in filters, 'On Hold' tickets could show alongside the 'Awaiting Agent' tickets. 'Pending' is a full status in its own right though so it should be easy to exclude these from filters where needed. Feel free to raise a ticket with Deskpro support if you have any questions about this or need any assistance getting filters setup!