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Custom timers Finished

- Sinclair, John
- フォーラム名: #Feature Request

It'd be nice to have the capability of having customized actions happen based on the time a certain action happened on a ticket. For example, if we are waiting on equipment to be purchased before resolving a ticket, there's no real appropriate status currently. We can have a custom field, "Equipment Ordered", in the ticket. But it would be great if we could create a trigger that basically said "If the "Equipment Ordered" field has been set, escalate the ticket in one week for follow-up"...

Comments (2)

Eric VanTol

7年前

Perhaps this could one day be done via the use of Tasks, which currently have limited trigger capability?

Paul Davies

6年前

Hi John. We now have a follow-up feature, that could be suited to your needs. Please see:

https://support.deskpro.com/en_GB/news/posts/introducing-follow-ups