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‘On hold’ Escalation Event Added

2017-09-11 - Benedict Sycamore - [Comments \(0\)](#) - [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 *

Event

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 Only set if urgency is lower

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.