Allow filters to filter on ticket not on hold Finished

- John Blackwood
- **Forumo pavadinimas:** #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.

Comment (1)

Matthew Wray

5 years ago

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!