Deskpro

Custom timers Finished

- Sinclair, John
- **Forumo pavadinimas:** #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 years ago

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

**Paul Davies**

6 years ago

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