


'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 *	<input type="text" value="'On hold'"/>
Event	<div><div>The ticket has been on hold for...</div><div><input type="text" value="2"/> <input type="text" value="hours"/></div></div>

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	<div><div>Set urgency to</div><div><input type="text" value="8"/></div></div>	
	<input type="checkbox"/> Only set if urgency is lower	
<div> Action</div>		

Save

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.