‘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.



Agents can define the required period of time elapsed for the escalation to trigger a specified action.



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.