Adding in "The user has been waiting for..." to Type list for Ticket SLAs Under Review

- BW Brian Whitmore
- **Naam forum:** #Feature Request

Can you add "The user has been waiting for..." to the Type list for Ticket SLAs similar to the Event field for Ticket Escalations?

Reactie (1)

Earle Steel
8 jaar geleden
Hello Brian, Thank you for your submission. We will look into this as a feature for the SLA section in future releases. Please contact our Support Team if you have any further queries!