Additional total times in DPQL Collecting Feedback

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- **Naam forum:** #Feature Request

Currently in DPQL there are 4 total time options in the tickets table:

total_to_first_reply

total_user_waiting

tickets.total_to_first_reply_wh

tickets.total_user_waiting_wh

It would be helpful if there were more options here.

Specifically a total time the ticket is in the pending status would be particularly useful.