



<u>Centrum Wsparcia</u> > <u>Grupa</u> > <u>Feature Request</u> > <u>Additional total times in DPQL</u>

Additional total times in DPQL Collecting Feedback

• JT Joshua Thompson

• Nazwa 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.