

What does 'is_hold' mean in the tickets table?

Ben Henley - 2019-03-13 - Komentarze (0) - Creating Reports (Old)

tickets.is_hold records whether a ticket has been placed on hold by an agent. The on hold state has been superceded with the addition of [Pending Status](#). This article is only applicable if on Deskpro version 2019.2 or older, any newer version of Deskpro you can report on Pending status with [this guide](#).

The value of *is_hold* is 1 when the ticket is on hold, and 0 otherwise.

If you wanted your report to return only tickets that are on hold, you'd include this in your DPQL:

```
WHERE tickets.is_hold = 1
```

Note that *is_hold* is separate from *tickets.status* - a ticket that's on hold will always have a status of *awaiting_agent*.