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On Hold until specific date time Finished

- Dave Pigliavento
- **Nome do fórum:** #Feature Request

When setting a ticket on hold it is generally for some known period of time. For example a request comes in to disable an account 2 weeks into the future. The ability to set a ticket on hold until a specific date with an optional agent notification on that date/time would be extremely helpful.

Comentários (5)

**Schat.net**

há 11 anos

Yes I agree I also would Like this feature

**Aaron Bennett**

há 10 anos

yer and a message saying this ticket is on hold until (date: time) when we will re-examine it or the feature to set your own message for post dated tickets

**Roland Nowak**

há 10 anos

Would be a nice feature to have

**Aaron Bennett**

há 10 anos

Also a department closed message, so that if a ticket is put on hold because a department is closed, it teels the user and gives them the chance to escalate the ticket to another department if the department the ticket is opened with is closed.

**Paul Davies**

há 6 anos

Hi Dave. It is now possible to make a ticket on-hold, as well as setting up a followup for tickets, based on a number of different criteria. Please see the article:

<https://support.deskpro.com/en/news/posts/introducing-follow-ups> Best, Paul