



[Hjälpcenter](#) > [Community](#) > [Feature Request](#) > [Adding in "The user has been waiting for..." to Type list for Ticket SLAs](#)

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

- BW Brian Whitmore
- **Forumets namn:** #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?

### Kommentar (1)

**Earle Steel**

8 år sedan

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!