Be able to exclude tickets which have previously been placed on 'hold' when creating an Average Total Time stat Collecting Feedback

- s sicaro
- 论坛名称: #Feature Request

We'd like a report that calculates the Average Total Time for resolved tickets, grouped by agent that does not include tickets that have been on 'hold'.

What I've found is that if a ticket has been on hold, the on hold time is included in the total calculation.