

GLPI-PROJECT - Feature #5053

Block SLA escalation levels when ticket has state waiting

09/10/2014 06:11 PM - ddurieux

Status:	Feedback	Start date:	09/10/2014
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Helpdesk	Estimated time:	0.00 hour
Target version:			
Description			
When ticket is waiting, cron will do SLA escalation levels but may not do this.			
See http://www.glpi-project.org/forum/viewtopic.php?pid=182248			