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Add sub-statuses as a filter grouping option Finished

Takahiro Mukoyoshi •

• **اسم المنتدى:** Feature Request#

We want you to add sub-statuses as a filter grouping option:

تعليقات (٣)

Dustin J. Albright

منذ 3 سنوات

We have recently implemented our first sub status, and I'm noticing there is not option to sort by sub-status. I wanted a method to separate user issues from ongoing projects and requests so I added a sub-status under Awaiting Agent, but those tickets are now just sprinkled throughout my users help request with no way to sort them.

Joël Messas

منذ 5 سنوات

It would be great if you could show sub-statuses in the ticket overview filters in the first column of the UI:

Lara Proud

منذ 6 أشهر

Thanks for this suggestion, you are now able to group each of your Ticket Queues by Ticket Status and Sub-status!