

?Can Tickets be placed in Pending

Agent - تعليقات (.) - Alesia Burvin - 2023-09-08

Yes, you can use the **Pending** [Ticket Status](#) to mark a Ticket that cannot move forward for an extended period of time due to a stall either on the Agent or User side, or put them "on hold"

Pending status is a way to record that an Agent needs to act on the Ticket, but that you're waiting for something else to happen first. This often involves waiting for a third party

For example, a User has raised a new Ticket and you need to check something with one of your suppliers before you reply. You have emailed the supplier and you are waiting to hear back.