?How can I specify a sub-status in stats

Using Deskpro - (۰) تعليقات - Chynah Hayde - 2025-04-02

:You can specify sub-statuses in the WHERE clause, for example

WHERE tickets.ticket_status.id = 4

You can find out the ID of a particular sub-status by going to **Admin > Ticket Structure > Statuses**, and selecting the sub-status you want from the table:

:The ID will appear on the top right-hand side of the menu

Edit: Awaiting Approval

id: pending.3

Parent Status*

⧗ Pending ▾

Name*

Awaiting Approval

Total Waiting Time

Time spent in this status does NOT count to waiting time ▾

Ticket count

1

:Below is an example of a query you can run using this Pending Sub-status

```
SELECT tickets.id, tickets.subject, tickets.ticket_status.title
                                                    FROM tickets
                                      WHERE tickets.ticket_status.id = 3
```

.We have used **tickets.ticket_status.title** in the SELECT clause to display the correct sub-status name