

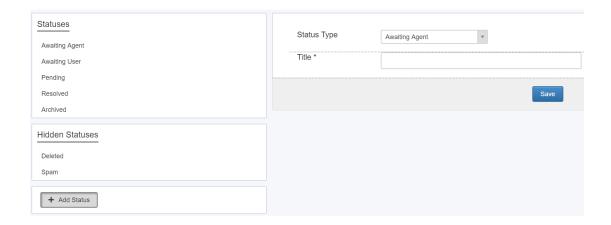
Product > Sub-Statuses < الاخبار

Sub-Statuses

Product - (۱۰ تعلیقات - Christopher Nadeau - 2019-03-12

As part of our 2019.3 release for Deskpro, we are happy to announce our new <u>Sub Status</u> feature. This new feature allows you to create new sub-statuses that are associated with the existing core statuses, and allow your .Agents to better define what state the ticket is in

'To add a new sub status, go to Admin > Tickets > Status and click '+ Add Status



Your new sub-statuses will give you the option of being more specific with a tickets journey and can also be used .within triggers and follow-ups etc so you can always be sure the ticket is in the correct state