

Sub-Statuses

Product - (.) تعليقات - Christopher Nadeau - 2019-03-12

As part of our 2019.3 release for Deskpro, we are happy to announce our new [Sub Status](#) 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