Why can't I add custom ticket statuses?

Chynah Hayde - 2023-09-07 - Σχόλια (0) - Ticket Structure

In Deskpro, statuses track who needs to respond to the ticket next. The core statuses are **Awaiting Agent, Awaiting User, Pending,** and **Resolved.**
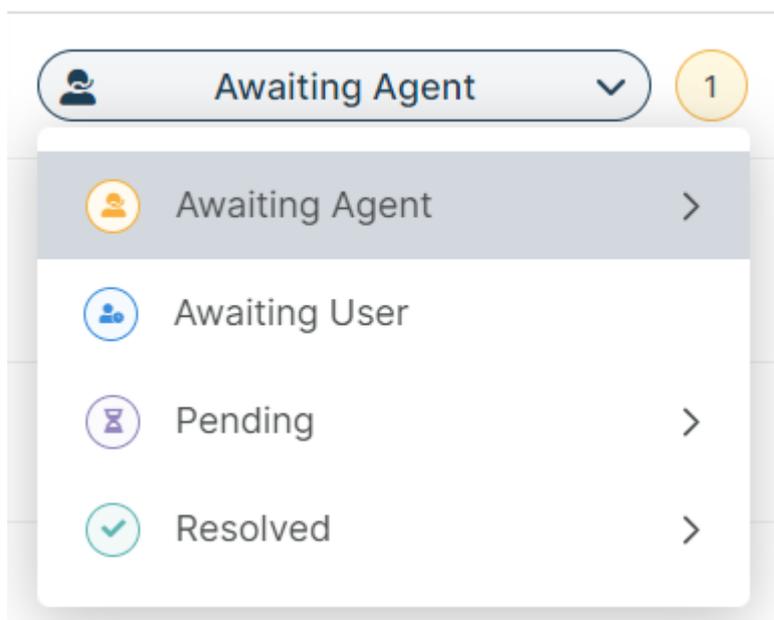
The helpdesk is set up to understand the default statuses, i.e., **Awaiting Agent** tickets need to be brought to the attention of agents. If you could add arbitrary custom statuses, it would break the workflow.

However, you can add Custom Sub-Statuses associated with a core status and behave the same way on the interface as a core status.

These can add more definition to a ticket and create more detailed reports while keeping the built-in workflows that rely on the core statuses working.

To create sub-statuses, go to **Admin > Ticket Structure > Statuses** and use the **+ New** button to create a new sub-status for your helpdesk.

You can use Tasks, Triggers, Escalations, etc., on your custom sub-statuses to make sure that your tickets are always in the correct status.