



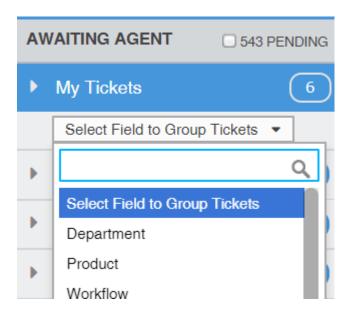
Help Centre > Community > Feature Request > Add sub-statuses as a filter grouping option

# Add sub-statuses as a filter grouping option Finished

• TM Takahiro Mukoyoshi

• Forum name: #Feature Request

We want you to add sub-statuses as a filter grouping option:



## Comments (3)

# DA Dustin J. Albright

5 years ago

We have recently implemented our first sub status, and I'm noticing there is not option to sort by sub-status. I wanted a method to separate user issues from ongoing projects and requests so I added a sub-status under Awaiting Agent, but those tickets are now just sprinkled throughout my users help request with no way to sort them.

#### Joël Messas

6 years ago

It would be great if you could show sub-statuses in the ticket overview filters in the first column of the UI:

#### **Lara Proud**

1 year ago

Thanks for this suggestion, you are now able to group each of your Ticket Queues by Ticket Status and Substatus!