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## Control whether Pending status is counted in SLAs and Ticket Waiting times

2020-07-19 - Grace Howlett - [Comments \(0\)](#) - [Product](#)

We've added some new settings which allow you to control how the time a ticket spends in 'Pending' status is counted.

### Tracking Waiting Times in Pending Status:

Now, you can choose whether the time a ticket spends in 'Pending' status counts towards user waiting time, agent waiting time or whether the time a ticket spends in this status is not counted at all. These settings can be configured in **Admin > Tickets > Status > Pending**.

Total Waiting Time
<input type="text"/>

- Time spent in this status count towards total USER waiting time
- Time spent in this status count towards total AGENT waiting time
- Time spent in this status does NOT count towards waiting time

This setting is also available for any Pending [sub-statuses](#) you set up, allowing you to more accurately reflect the waiting times based on *why* a ticket has been put into Pending status and who you want to attribute the waiting time to.

For example, you may have a Pending sub-status which is used to track tickets that are waiting for something internally within your company and you want that to count towards the time a user has been waiting. However, you could have another Pending sub-status that is used when you're waiting on something from a 3rd party supplier and as you have no control over this, you prefer for time spent in this status to not be counted in the waiting times at all.

### Pending Status & SLAs:

For each SLA you create, you can now choose whether you want to stop the SLA from counting whilst a ticket is in Pending status or any Pending sub-statuses.

Title \*   
This title will be displayed in the agent interface when listing SLAs.

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Type

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Hours

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Pending Statuses 

× Pending update from external vendor

  
This SLA will not apply while tickets are in these pending statuses.

**SLA Warning**

After  working hours the ticket is close to failing and the warning status is applied.

**then** The following actions will run:

If a ticket is put into a Pending status where the SLA should not be applying, the SLA warn and fail date in the SLA tab will show N/A until the ticket is moved into a status where the SLA should be applying again.

Support ▾ Pending > Pending update from external vendor ▾

PROPERTIES	TASKS (0)	FOLLOW UPS (0)	SLAS <span>○○○</span>
SLA		Warn Date	Fail Date
● First Reply		11¼ hours	12¼ hours
● Resolution		N/A	N/A