



[News](#) > [Product](#) > [Control whether Pending status is counted in SLAs and Ticket Waiting times](#)

# 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**.

You currently have 9 tickets in pending status.

Total Waiting Time
<div>Time spent in this status count towards total USER waiting time</div> <div>Time spent in this status count towards total AGENT waiting time</div> <div>Time spent in this status does NOT count towards waiting time</div>

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.

---

**Type**

---

**Hours**

---

**Pending Statuses**

× Pending update from external vendor

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


**SLA Warning**




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

**then** The following actions will run:

+ Action

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 	
SLA		Warn Date		Fail Date
 First Reply		11¼ hours		12¼ hours
 Resolution		N/A		N/A