Awaiting 3rd Party/Supplier Archived

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- **Forum name:** #Feature Request

There are times when a ticket relies on a 3rd party or supplier to resolve (phone company, isp, software mfr, other supplier etc). Currently, other than being closed, a ticket can only be set awaiting tech or user, which means its either visible in the tech queue and being escalated, or not visible in the user queue (perhaps still being escalated).

 Deskpro would benefit from having an additional option to set awaiting 3rd Party/Supplier, which shows as an additional queue, with separate escalations, but is not waiting in the tech queue or hidden in the users queue. This would allow the customer to see its awaiting a response from elsewhere, stop tons of un-necessary escalations (but one every X as a nudge to techs would be handy, if the 3rd party hasnt responded) and could be twinned in somehow with removing the time taken by the 3rd party from the total time the ticket takes from opening to closing.