

Ticket Status Change Doesn't Affect Filter Ticket Count Finished

- Colt McCormack
- **Forum name:** #Bug Report

I have a filter that shows me all of my tickets that aren't resolved whether they are Awaiting User or Awaiting Agent. I've noticed that whenever I mark a ticket as resolved it disappears out of the ticket list (for that filter, assuming it is currently being viewed) as expected, but the ticket count in the filters box on the far left does not change (until I refresh the page or something). I'm assuming that filter ticket counts just aren't re-counted (or adjusted) on the event that a ticket's status changes.

 Pretty minor bug, but confused me for a bit whenever my ticket queue showed no tickets but my filter showed one ticket still.