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Ability to choose sub-statuses when sending a reply Finished

Jeroen Geilman •

Forum name: #Feature Request •

I'd like to be able to select a specific sub-status when sending a reply. Currently you can only select a core, parent status

(Comments (5

Azeem Javed

5 سال پیش

Is there a way to set the sub status on replies? At the moment it only gives you the root statuses to select from which resets the status

Mark Harrison

5 سال پیش

After entering a Reply in a Ticket, I click on the Send Reply drop-down button. I would love to see the same list of status and sub-status choices that I see when I click on the "Change Status" drop-down button

Matthew Wray

5 سال پیش

This is something we plan to implement soon. In the meantime you could perhaps create a Macro to add the sub-status as a workaround

Casper

4 سال پیش

We have made use of the Sub-Statuses however you can only select them at the top of the ticket. Is there a way, that we can also select them on below when answering a customer

Lara Proud

1 سال پیش

You can now apply a specific sub-status on a ticket while replying to a ticket. The Send as "Status" button supports this by letting you pick from the core status sub-statuses by hovering over them and displaying a list of the sub-statuses for your core statuses