Deskpro

Add sub-statuses as a filter grouping option Finished

Takahiro Mukoyoshi •

Forum name: #Feature Request •

:We want you to add sub-statuses as a filter grouping option

(Comments (۳

Dustin J. Albright

3 سال پیش

We have recently implemented our first sub status, and I'm noticing there is not option to sort by sub-status. I wanted a method to separate user issues from ongoing projects and requests so I added a sub-status under Awaiting Agent, but those tickets are now just sprinkled throughout my users help request with no way to sort them.

Joël Messas

5 سال پیش

It would be great if you could show sub-statuses in the ticket overview filters in the first column of the UI:

Lara Proud

5 ماه پیش

Thanks for this suggestion, you are now able to group each of your Ticket Queues by Ticket Status and Sub-status!