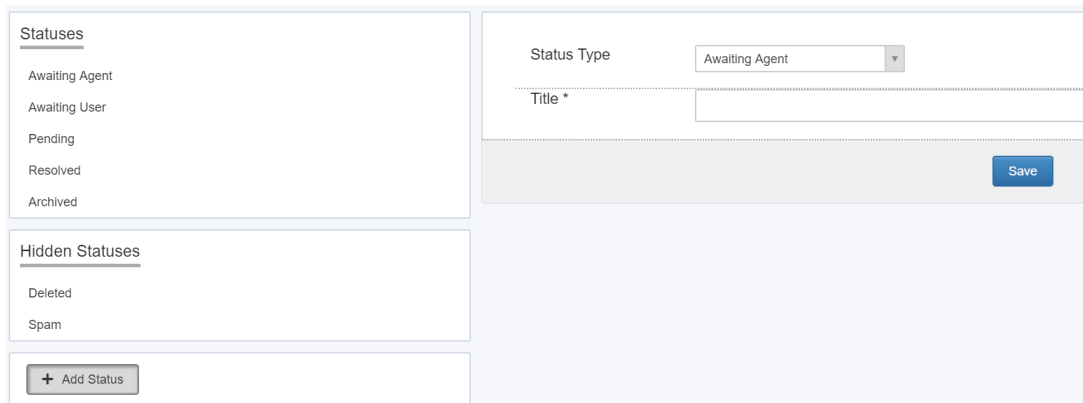


Sub-Statuses

Christopher Nadeau - Comment (1) - Product - 2019-03-12

As part of our 2019.3 release for Deskpro, we are happy to announce our new [Sub Status](#) feature. This new feature allows you to create new sub-statuses that are associated with the existing core statuses, and allow your Agents to better define what state the ticket is in

'To add a new sub status, go to Admin > Tickets > Status and click '+ Add Status



The screenshot shows the 'Sub-Statuses' management interface. On the left, there are two panels: 'Statuses' and 'Hidden Statuses'. The 'Statuses' panel lists: Awaiting Agent, Awaiting User, Pending, Resolved, and Archived. The 'Hidden Statuses' panel lists: Deleted and Spam. Below these panels is a '+ Add Status' button. The main area on the right is for creating a new sub-status. It features a 'Status Type' dropdown menu currently set to 'Awaiting Agent'. Below this is a 'Title *' text input field. At the bottom right of this section is a 'Save' button.

Your new sub-statuses will give you the option of being more specific with a tickets journey and can also be used within triggers and follow-ups etc so you can always be sure the ticket is in the correct state