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Why can't I add custom ticket statuses?

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In Deskpro, statuses track who needs to respond to the ticket next. The core statuses are **Awaiting Agent, Awaiting User, Pending,** and **Resolved.**

2	Awaiting Agent	v 1
2	Awaiting Agent	>
۵	Awaiting User	
	Pending	>
\checkmark	Resolved	>

The helpdesk is set up to understand the default statuses, i.e., **Awaiting Agent** tickets need to be brought to the attention of agents. If you could add arbitrary custom statuses, it would break the workflow.

However, you can add <u>Custom Sub-Statuses</u> associated with a core status and behave the same way on the interface as a core status.

These can add more definition to a ticket and create more detailed reports while keeping the built-in workflows that rely on the core statuses working.

To create sub-statuses, go to **Admin** > **Ticket Structure** > **Statuses** and use the + **New** button to create a new sub-status for your helpdesk.

You can use <u>Tasks</u>, <u>Triggers</u>, <u>Escalations</u>, etc., on your custom sub-statuses to make sure that your tickets are always in the correct status.