

Knowledgebase > Using Deskpro > How can I specify a sub-status in stats?

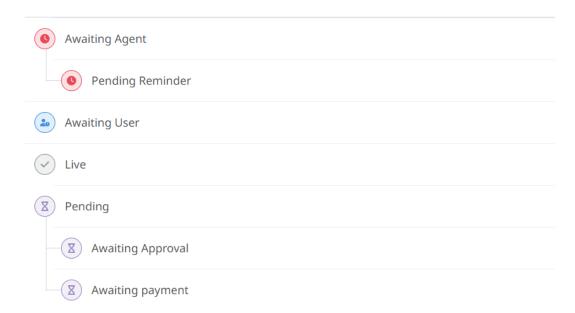
How can I specify a sub-status in stats?

Chynah Hayde - 2025-04-02 - Comments (0) - Using Deskpro

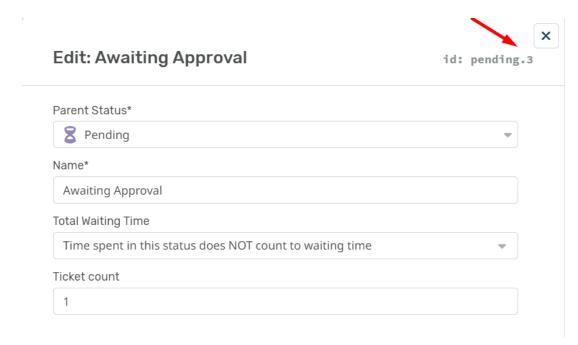
You can specify sub-statuses in the WHERE clause, for example:

WHERE tickets.ticket_status.id = 4

You can find out the ID of a particular sub-status by going to **Admin > Ticket Structure > Statuses**, and selecting the sub-status you want from the table:



The ID will appear on the top right-hand side of the menu:



Below is an example of a query you can run using this Pending Sub-status: SELECT tickets.id, tickets.subject, tickets.ticket_status.title FROM tickets

WHERE tickets.ticket_status.id = 3

We have used **tickets.ticket_status.title** in the SELECT clause to display the correct substatus name.