

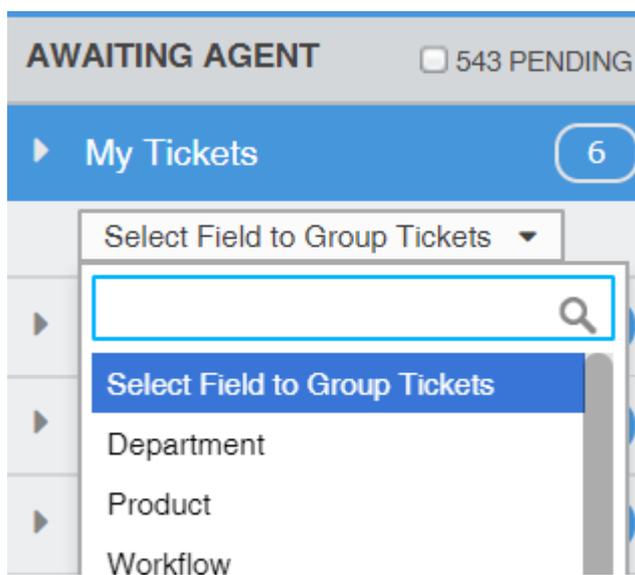


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Add sub-statuses as a filter grouping option Finished

- TM Takahiro Mukoyoshi
- フォーラム名: #Feature Request

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



Comments (3)

DA Dustin J. Albright

5年前

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

7年前

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

Lara Proud

2年前

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