Sub-Statuses

2019-03-12 - Christopher Nadeau - Comments (0) - Product

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'

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.