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Ability to choose sub-statuses when sending a reply Under Review

- Jeroen Geilman
- **Forum name:** #Feature Request

I'd like to be able to select a specific sub-status when sending a reply. Currently you can only select a core, parent status.

Comments (4)

Azeem Javed

4 년 전

Is there a way to set the sub status on replies? At the moment it only gives you the root statuses to select from which resets the status.

Mark Harrison

4 년 전

After entering a Reply in a Ticket, I click on the Send Reply drop-down button.

I would love to see the same list of status and sub-status choices that I see when I click on the "Change Status" drop-down button.

Matthew Wray

3 년 전

This is something we plan to implement soon.

In the meantime you could perhaps create a Macro to add the sub-status as a workaround.

Casper

3 년 전

We have made use of the Sub-Statuses however you can only select them at the top of the ticket. Is there a way, that we can also select them on below when answering a customer.