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Improve the UI of the Ticket Status menu, so Sub-Statuses are exposed immediately and can be selected in 1 click Finished

- Jeroen Geilman
- **Forumo pavadinimas:** #Feature Request

When I add a sub-status to any of the base statuses, changing the status to this substatus now requires me to **click twice** in the ticket status field.

This is quite error-prone, and requires more actions than is desirable.

I want to select **one** status with **one** click; why not display the status select drop-down in the same way that departments and sub-departments are shown, i.e. as inset sub-select options ?

Comment (1)

Lara Proud

11 months ago

Thanks for the suggestion Jeroen, the UI for updating ticket statuses has been updated to now require two separate clicks, now when you hover over the status, sub-statuses will open in a dropdown menu to the side which you can select. This will update the status and sub-status in one click, reducing complexity and the possibility of error.