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

Finished

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

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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.