

How can I specify a sub-status in stats?

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You can specify sub-statuses in the WHERE clause, for example:

```
WHERE tickets.ticket_status.id = 4
```

You can find out the ID of a particular sub-status by going to **Admin > Ticket Structure > Statuses**, and selecting the sub-status you want from the table:

 Awaiting Agent Pending Reminder Awaiting User Live Pending Awaiting Approval Awaiting payment

The ID will appear on the top right-hand side of the menu:

id: pending.3



Edit: Awaiting Approval

Parent Status*

 Pending



Name*

Awaiting Approval

Total Waiting Time

Time spent in this status does NOT count to waiting time



Ticket count

1

Below is an example of a query you can run using this Pending Sub-status:

```
SELECT tickets.id, tickets.subject, tickets.ticket_status.title  
FROM tickets  
WHERE tickets.ticket_status.id = 3
```

We have used **tickets.ticket_status.title** in the SELECT clause to display the correct sub-status name.