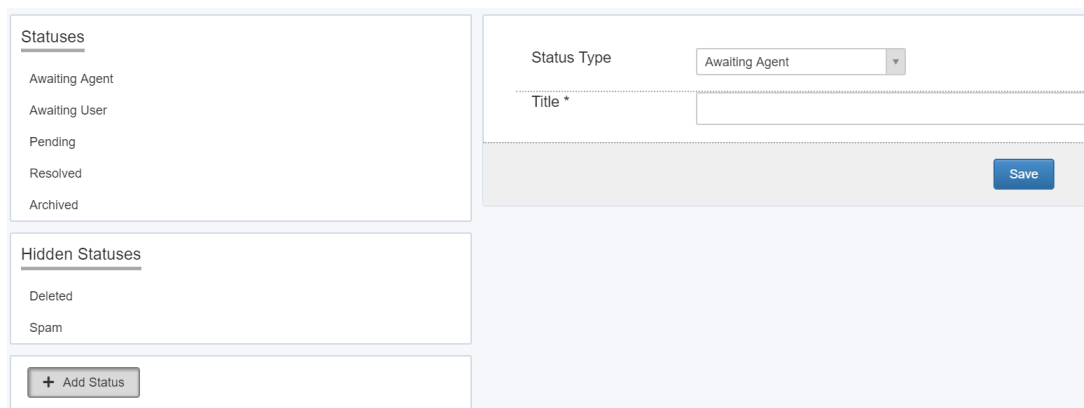


Sub-Statuses

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'



The screenshot shows the 'Statuses' management interface. On the left, there are three panels: 'Statuses' with a list of core statuses (Awaiting Agent, Awaiting User, Pending, Resolved, Archived), 'Hidden Statuses' with Deleted and Spam, and a '+ Add Status' button. The main area on the right is a form for creating a new sub-status. It includes a 'Status Type' dropdown menu currently set to 'Awaiting Agent', a 'Title *' text input field, and a 'Save' button at the bottom right.

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.