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"Unassigned" Ticket Status Missing Finished

- Ryan Wheeler
- **Forum name:** #Bug Report

The option to leave a ticket &quot;Unassigned&quot; when CREATING a NEW ticket has disappeared from the list of options under &quot;Agent&quot;.  
  
You can retroactively change the assignment to UNASSIGNED AFTER the ticket has been created... but this is cumbersome.

Comment (1)

**Christopher Nadeau**

11 years ago

Thanks for reporting, this has been fixed for our next build.