Can Tickets be placed in Pending?

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Yes, you can use the **Pending** Ticket Status to mark a Ticket that cannot move forward for an extended period of time due to a stall either on the Agent or User side, or put them “on hold”

Pending status is a way to record that an Agent needs to act on the Ticket, but that you’re waiting for something else to happen first. This often involves waiting for a third party.

For example, a User has raised a new Ticket and you need to check something with one of your suppliers before you reply. You have emailed the supplier and you are waiting to hear back.