



[Nieuws](#) > [Product](#) > [Sub-Statuses](#)

Sub-Statuses

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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'



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.