



[Help Center](#) > [Предложения](#) > [Feature Request](#) > [Disable the Pending status](#)

Disable the Pending status Collecting Feedback

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- **Forum name:** #Feature Request

We have a simple procedure with the status awaiting user and awaiting agent.

Now the user see the pending status and have question, don't use the procedures, etc.

I want disable this status, like the archived status.

Thanks