

View tickets in the pending(or in queue) state.

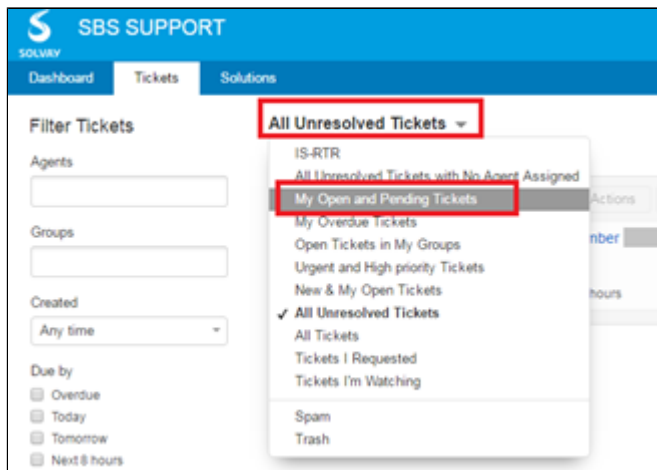
 A ticket in queue means the ticket is in Open or Pending status state.

Step-by-step guide

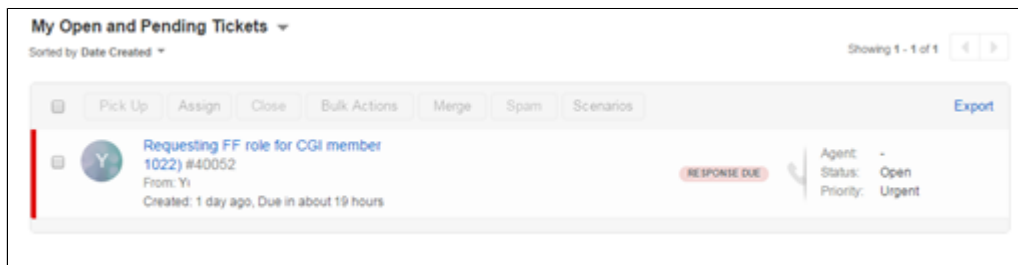
- Log into Freshdesk Agent Portal.
- Click on Tickets Tab button.

iii. Select the Dropdown **All Unresolved Tickets with No Agent Assigned** ▼

- Look for My Open and Pending Tickets.



- The list of all open and pending tickets will appear.



Related articles

- [L1 Agent](#)
- [How to create a ticket for Freshdesk admin team](#)
- [Stellar-OB-007-Freshdesk status](#)
- [What are the types of Freshdesk Statuses](#)
- [Setup a Canned Response in Freshdesk](#)