


# What are the types of Freshdesk Statuses

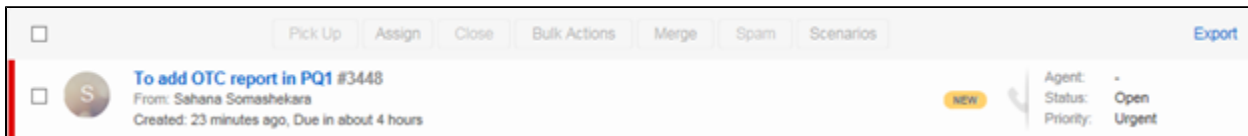
 We have below status available in Freshdesk:

- Open
- Pending
- Need for more information
- Waiting on Third party
- Transferred
- Transferred to CM
- Resolved
- Activities before closure
- Closed

## 1. Open

Any tickets which are created will be in Open state. i.e ticket is not acknowledged yet by any agent. We will get tickets in Open status from L0.

After a ticket is assigned to an agent, it is his responsibility to change the status to further as required



## 2. Pending:

After a ticket is transferred to L1, An agent should acknowledge the ticket by changing the ticket status to Pending. This means, tickets has been acknowledge and an agent is working on the ticket.

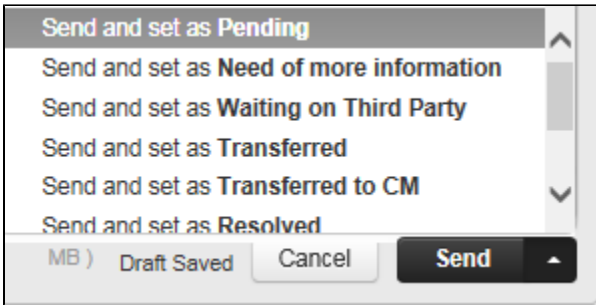
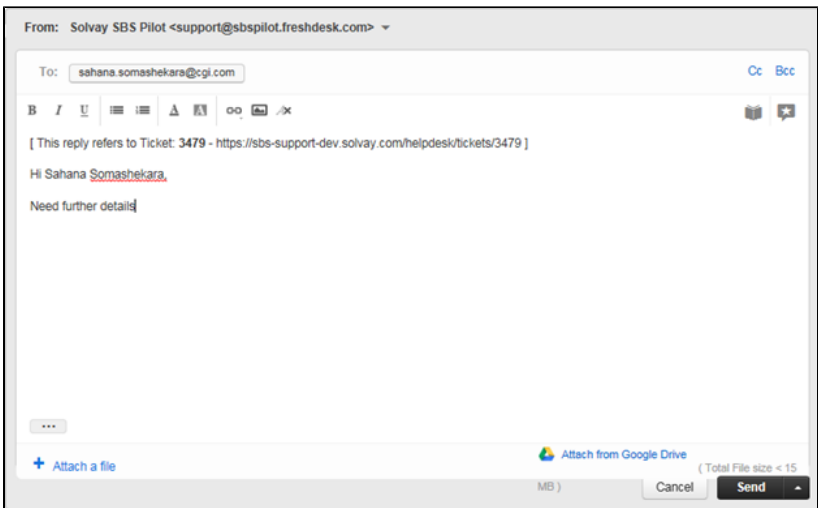
SLA in Freshdesk is 30 mins

## 3. Need for more information:

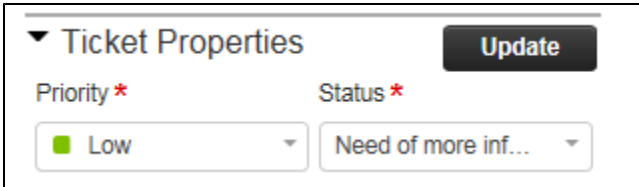
While working on the ticket if an agent feels like he needs more information on the issue from user then status should be put as need for more information and should send a reply to user. As soon as the user replies to email freshdesk will pop up a status saying user has replied. This will be applicable if the user is able to communicate in English.

If any language translation is required then the ticket status needs to be changed as Need for more information and send the ticket to L0, by changing the group.

Click on Reply, and write the content, and click on send and set as need for more information.

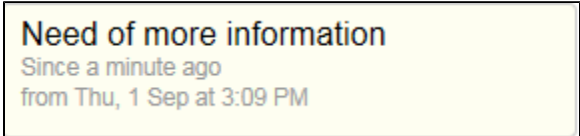


Ticket status has been changed as Need for more information




User will receive an email like below

This will stop the clock in freshdesk.



**Re: 3479 issue in bex report**

Solvay SBS Pilot <support@sbspilot.freshdesk.com>

 If there are problems with how this message is displayed, click here to view it in

Sent: Thu 9/1/2016 2:59 PM

To:  Somashekara, Sahana

[ This reply refers to Ticket: 3479 - <https://sbs-support-dev.solvay.com/helpdesk/tickets/3479> ]

Hi Sahana Somashekara,

Need further details

On Thu, 1 Sep at 2:42 PM , Sahana Somashekara <[sahana\\_somashekara@cgi.com](mailto:sahana_somashekara@cgi.com)> wrote:  
issue in bex report

Ticket Dashboard will look like below:



issue in bex report #3479  
From: Sahana Somashekara  
Agent responded: 2 minutes ago, Need of more information for 2 minutes

Agent: -  
Status: Need of more I...  
Priority: Low

As soon as the user responds to the ticket a status will pop up as customer responded in ticket dashboard.



issue in bex report #3479  
From: Sahana Somashekara  
Customer responded: less than a minute ago, Due in 6 days

**CUSTOMER RESPONDED**

Agent: -  
Status: Pending  
Priority: Low

And status will change as Pending by freshdesk automatically.

**4. Waiting on Third party:**

This status will be put up when ticket is transferred to external entity. Eg, Vendor, SAP, Supplier etc

To put the ticket in Waiting on third party, we need to change the status under ticket property and update the ticket.

**▼ Ticket Properties** **Update**

Priority \* Status \*

Low Pending

Source |

Phone Open

Group \* Pending

IS-CGI-L2-Techno Need of more information

Agent Waiting on Third Party

... Transferred

Type \* Transferred to CM

IS Request Resolved

**5. Transferred to CM:**

This status is put up when a ticket is transferred to change management system.

This will stop the SLA clock in freshdesk.

**Transferred to CM**  
 Since 11 minutes ago  
 from Thu, 1 Sep at 3:14 PM

This will update the ticket as below

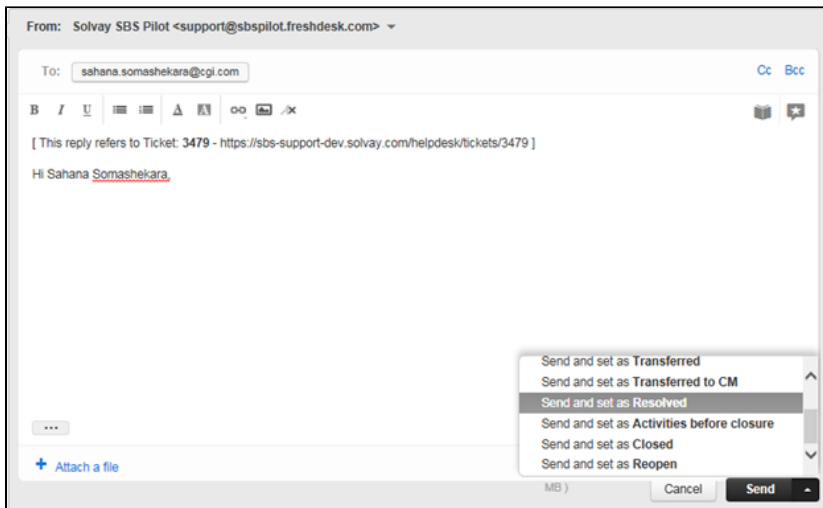
SolMan Solvay added a private note 37 minutes ago (Thu, 1 Sep at 3:26 PM)

900 - RFC Created  
 7000002500  
[http://solia.solvay.com/irj/portal/go?url=http%3A%2F%2Fds1sapsm.ibm.be.solvay.com%3A8040%2Fsap%2Fbc%2Fbsp%2Fsap%2Fcrm\\_ui\\_start%2Fdefault.htm%3FCRM-OBJECT-TYPE%3DAIC\\_OB\\_CMCR%26CRM-OBJECT-ACTION%3DB%26CRM-OBJECT-VALUE%3D57C617C8AD9F1ED0E100800096FB770F](http://solia.solvay.com/irj/portal/go?url=http%3A%2F%2Fds1sapsm.ibm.be.solvay.com%3A8040%2Fsap%2Fbc%2Fbsp%2Fsap%2Fcrm_ui_start%2Fdefault.htm%3FCRM-OBJECT-TYPE%3DAIC_OB_CMCR%26CRM-OBJECT-ACTION%3DB%26CRM-OBJECT-VALUE%3D57C617C8AD9F1ED0E100800096FB770F)

**6 .Resolved:**

After a solution is found by an agent, this will be proposed to the user by resolving the ticket.

Reply the solution to user and set a status as resolved.



User will receive an email on resolving the ticket.

## 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](#)