
Financial Operations Ticket Statuses

Last Modified on 10/10/2025 3:49 pm EDT

Halo supports a large number of ticket statuses. These status serve as an indication of the current state of a ticket, and can act as triggers for workflows. This article lists the ticket statuses for Financial Operations tickets in Halo and gives a brief explanation for each status.

Before You Start

You will need the following before you can complete this task:

- An active Halo agent account
- Access to the Financial Operations groups in Halo

Statuses

The current ticket statuses for Financial Operations tickets include:

- **New:** A new ticket, awaiting for an agent to be assigned.
 - **Assigned:** The ticket has been assigned to an agent.
 - **With Requester:** Awaiting input from the ticket requester (this can be manually triggered or as part of a workflow).
 - **Updated:** The requester has provided an update and is awaiting an agent's response.
 - **On Hold:** A ticket is placed on hold to indicate no action is required at the moment.
 - **Re-Opened:** A previously closed ticket has been re-opened (usually by the requester).
 - **Pending Approval:** The ticket is in a workflow stage and is waiting for approval to move to the next step.
 - **Closed:** The ticket is closed. Either the issue has been resolved or help is no longer needed.
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