

Agent Checked Tasks FAQ

Last Modified on 09/04/2026 11:06 am EDT

An agent-checked task is one an agent has finished and flagged for admin review — it carries a distinct mark and waits for an admin to verify and complete it. Answers to the common questions about what the mark means, why checked tasks still show for admins, and who can complete a task.

What does an agent-checked task mean?

The agent is done and it's waiting on an admin's approval. An agent-checked task carries a special mark that's distinctly different from the standard, fully-checked completion mark — it says "the agent finished this," not "an admin confirmed it."

I'm an admin — why do I still see tasks my agent or TC already checked off?

Because an agent-check is a request for your review, not a completion. Agent-checked tasks stay on your *Tasks* page and in your daily reminders (highlighted orange) until you verify them and check them off yourself.

Do agents keep getting reminders after they agent-check a task?

No. Once an agent checks a task, it drops off that agent's *Tasks* page and stops appearing in their daily reminder emails. It stays on the admin's side until it's approved.

Can an admin undo an agent-check?

Yes. Hover over the task and click the red [X]. The agent-check is removed and the task returns to the agent's *Tasks* page and daily reminders.

Can agents mark a task fully complete?

No. Only the master admin and admins with the *Fully manage checklists and templates* permission complete tasks. Agents can only agent-check — which is why they shouldn't be given that admin-level permission.

How do I see just the agent-checked tasks?

Filter the *Tasks* page by [Agent Checked]. The resulting list shows the overdue and upcoming tasks agents have checked, so you can review and approve them first.

Learn More

When an agent checks off their own task, Pipeline flags it as agent-checked — done on the agent's end, waiting on an admin's approval.

See [Agent Checked Tasks](#)

Still Have Questions?

Didn't find your answer above? Email us at help@paperlesspipeline.com and we'll help.
