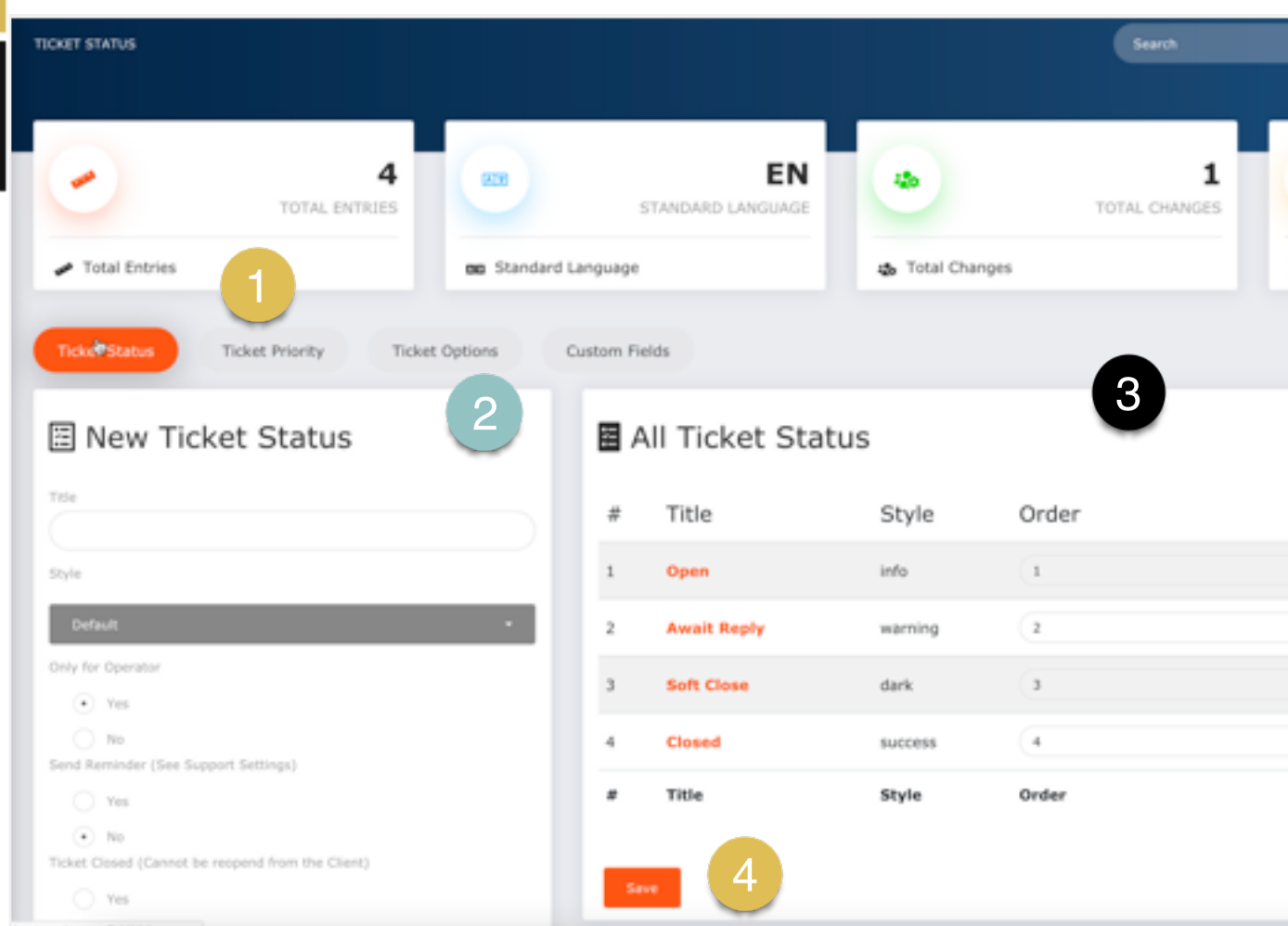


## 26. Ticket Status



1

Quick access to to all custom fields areas. Ticket Status, Ticket Priority, Ticket Options and Custom Fields.

2

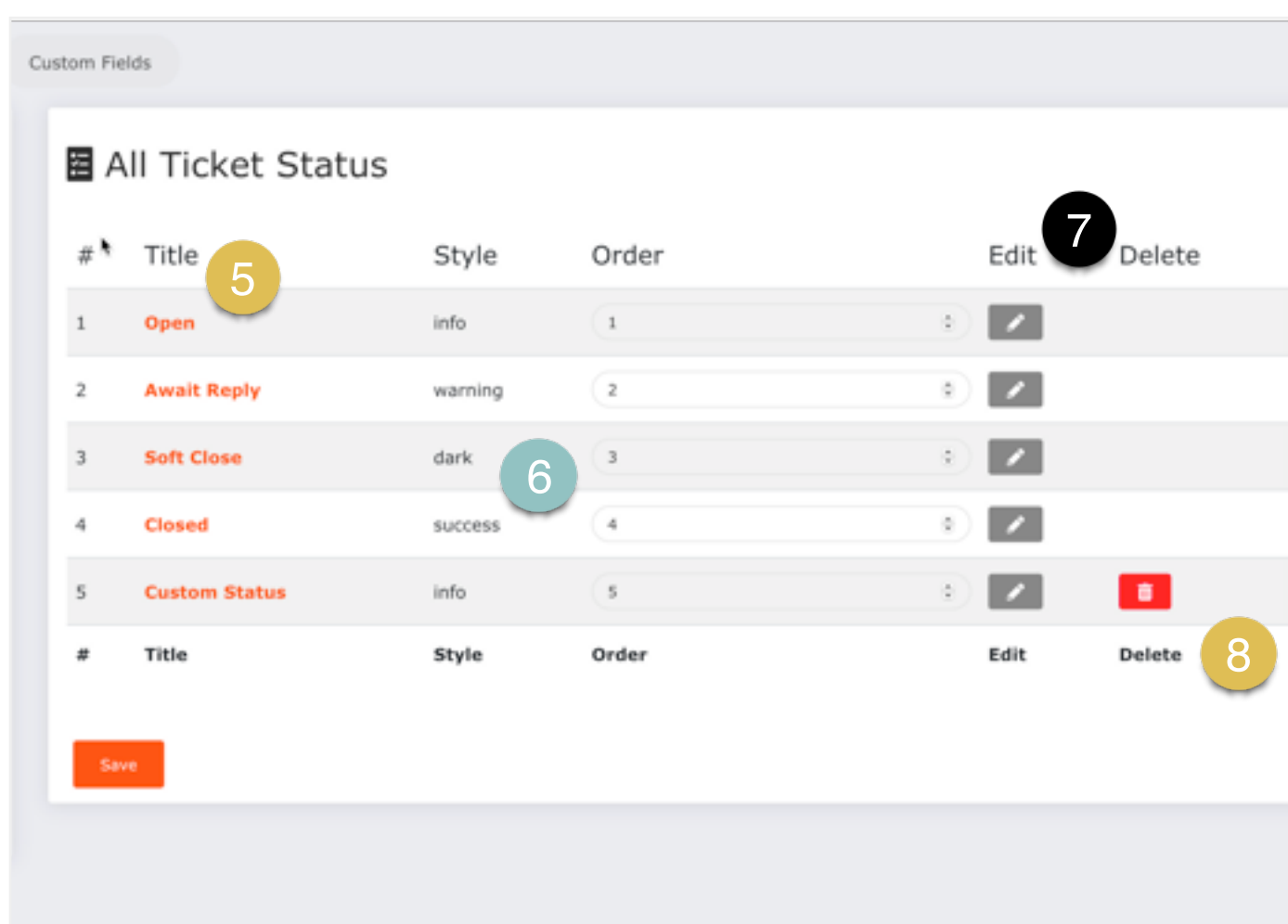
Create a new Ticket Status with the provided form on the left.

3

All Ticket Status are shown here, they can be reorganised by drag and drop up or down. The order input field will be automatically updated.

4

With the "Save" button you store the new order when rearrange all Ticket Status.



5

The Ticket Status Title can be clicked, it will forward you to the edit view.

6

The Order Input field can be changed to whatever it suits you best. Easier is to drag and drop the row up or down.

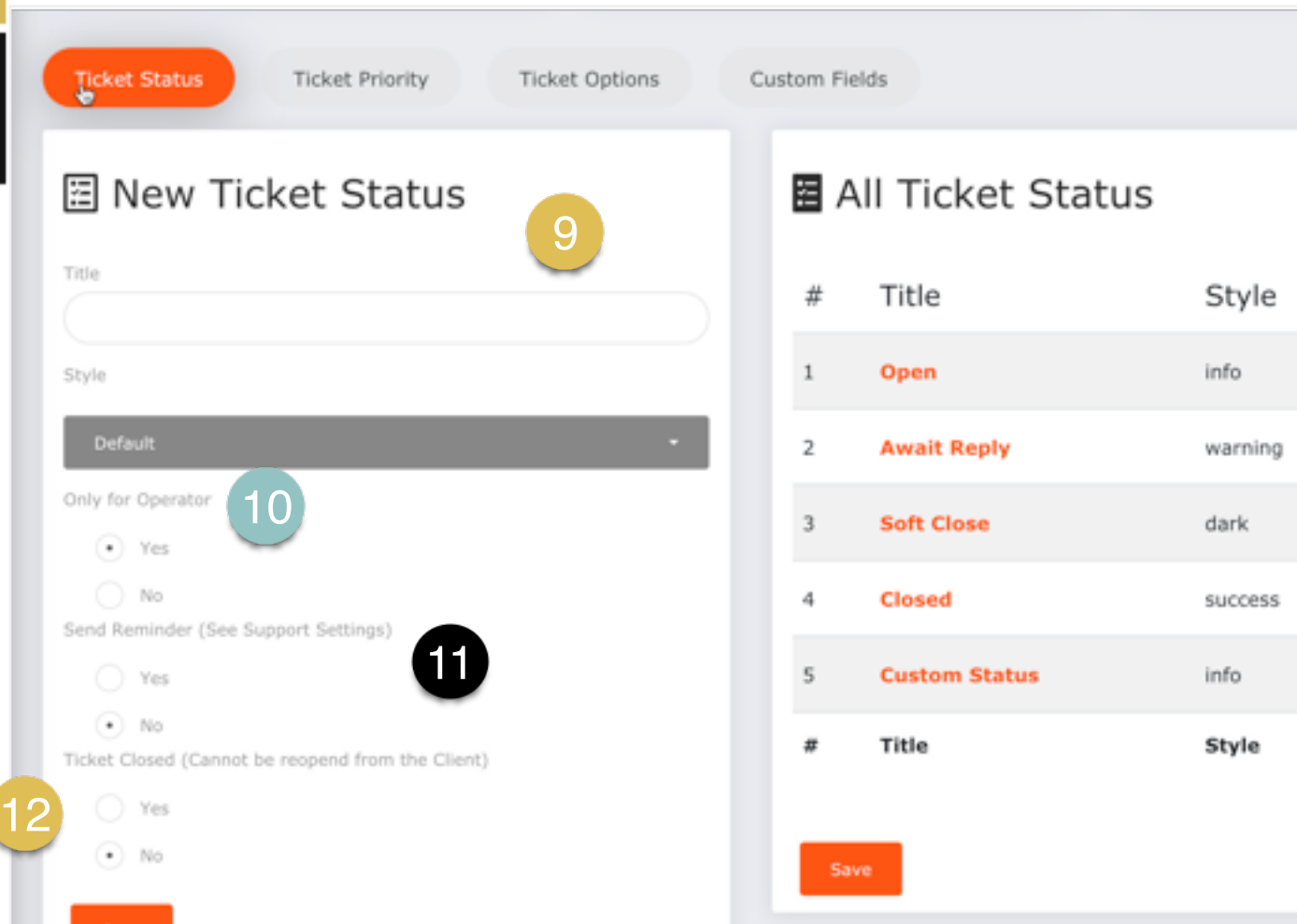
7

You can also go to the edit view by clicking on the "Edit" button.

8

The first 4 Ticket Status entries cannot be removed any extra added ones can be deleted with the red "Delete" button.

## New Ticket Status



9

Set a title for your new Ticket Status.

10

Select if this status is only visible for operators or if set to "No", clients can also choose this Status.

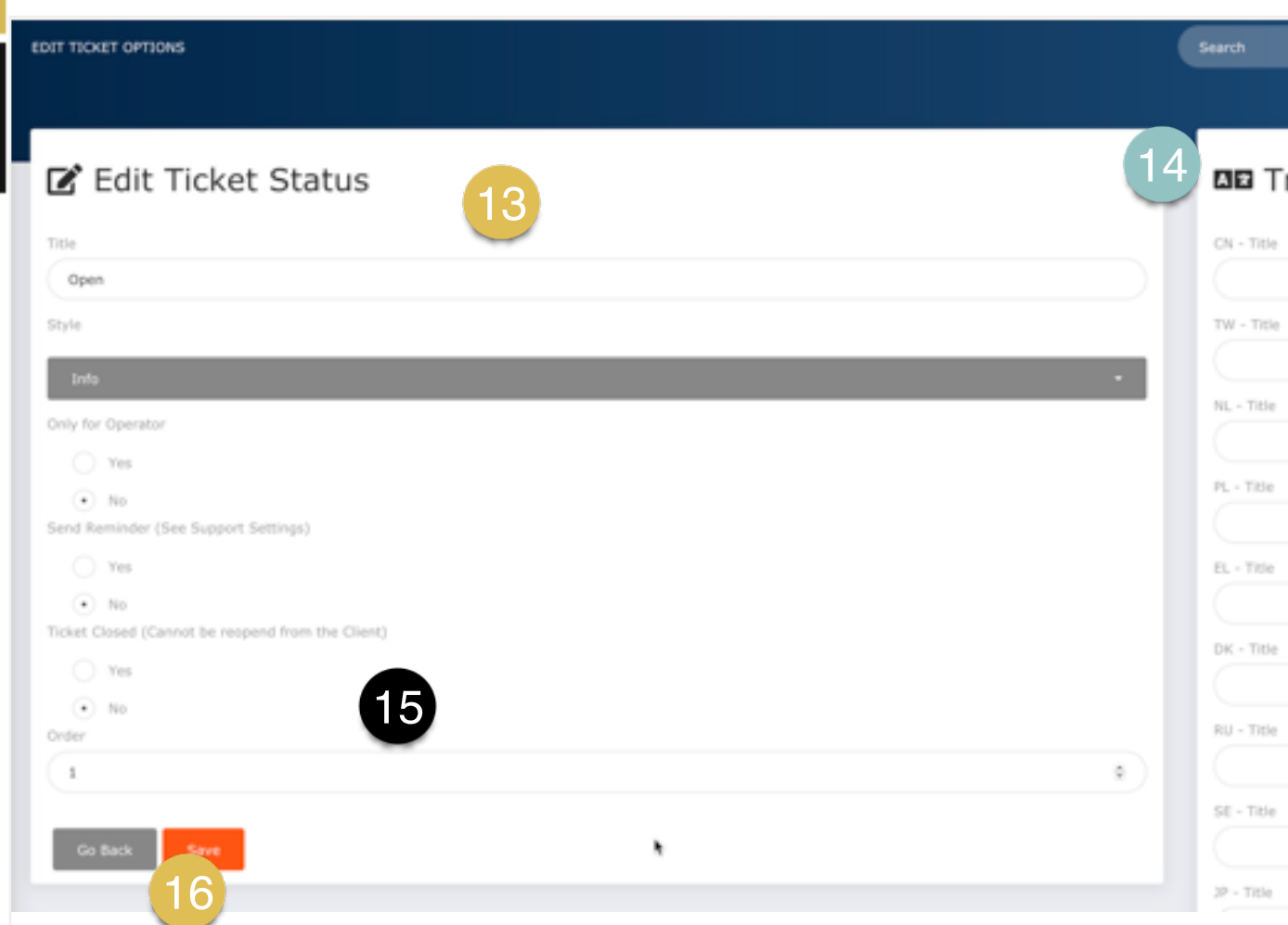
11

The Reminder feature works with the cron job together. If a ticket has this status and the reminder feature is set to "Yes" (Operator - settings - support settings). The cron job will send a reminder to the customer.

12

Select "Yes" and the customer cannot reopen the ticket (hard close). Choose "No" and the customer can reopen the ticket.

## Edit Ticket Status



13

All Input fields can be edited and stored in the database by clicking on the "Save" button.

14

Translation for the Ticket Status Title is possible on the right. If no translation is set, the main language will be displayed.

15

Manually change the order of this Ticket Status, however it is easier to Drag and Drop in the main view.

16

The "Go Back" button will bring you back to the main view.