

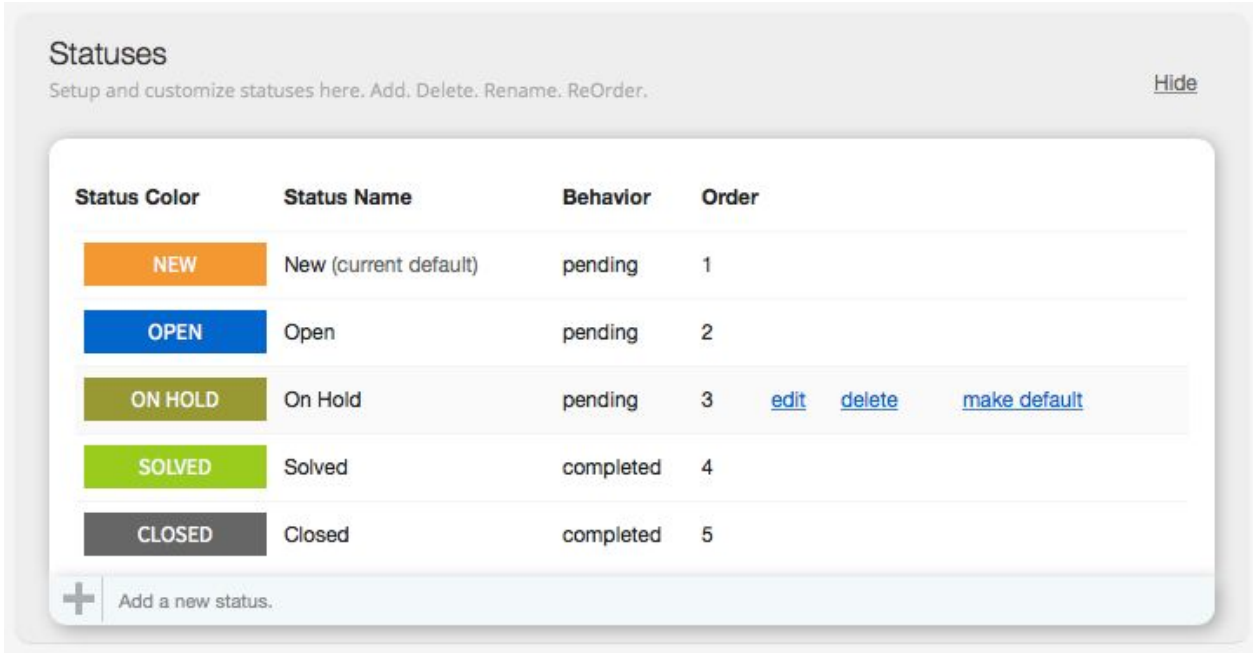
"Priorities" and "Statuses" let you customize your customer support workflow.

Using 'Statuses', you can monitor the progress of a ticket through its lifecycle.

You can create custom statuses in addition to the default ones.

To create a new status,

1. Login to your "HappyFox" account and under the "Manage" tab, click on "General".
2. Scroll down to the Statuses section, where you can find the list of statuses that you currently have, and click the "+" button next to Add New Status.



3. Type the name and the order number that you want to assign to the status. You can set a color code using the color palette or type the HTML color code.

4. Choose the behaviour of the new status, between pending and completed, from the drop down list.

### Edit status ✕

Edit status by entering these details

**Name :**

**Order :**

**Color :**

#

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Booking

**Behaviour**

Pending
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5. Click "Save Settings" to save the new status. □ When you create a new status, it gets added to the existing list in the respective order.

### Statuses

Setup and customize statuses here. Add. Delete. Rename. ReOrder.

| Status Color | Status Name           | Behavior  | Order |
|--------------|-----------------------|-----------|-------|
| NEW          | New (current default) | pending   | 1     |
| OPEN         | Open                  | pending   | 2     |
| ON HOLD      | On Hold               | pending   | 3     |
| SOLVED       | Solved                | completed | 4     |
| CLOSED       | Closed                | completed | 5     |
| BOOKING      | Booking               | pending   | 6     |

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Add a new status.

You can make an existing status the default one by hovering over the status and clicking "Default", thus making the newly created tickets automatically set to the default status.

|         |         |         |   |                      |                        |                              |
|---------|---------|---------|---|----------------------|------------------------|------------------------------|
| ON HOLD | On Hold | pending | 3 | <a href="#">edit</a> | <a href="#">delete</a> | <a href="#">make default</a> |
|---------|---------|---------|---|----------------------|------------------------|------------------------------|

You can edit or delete a status by hovering over it and clicking "Edit" or "Delete".