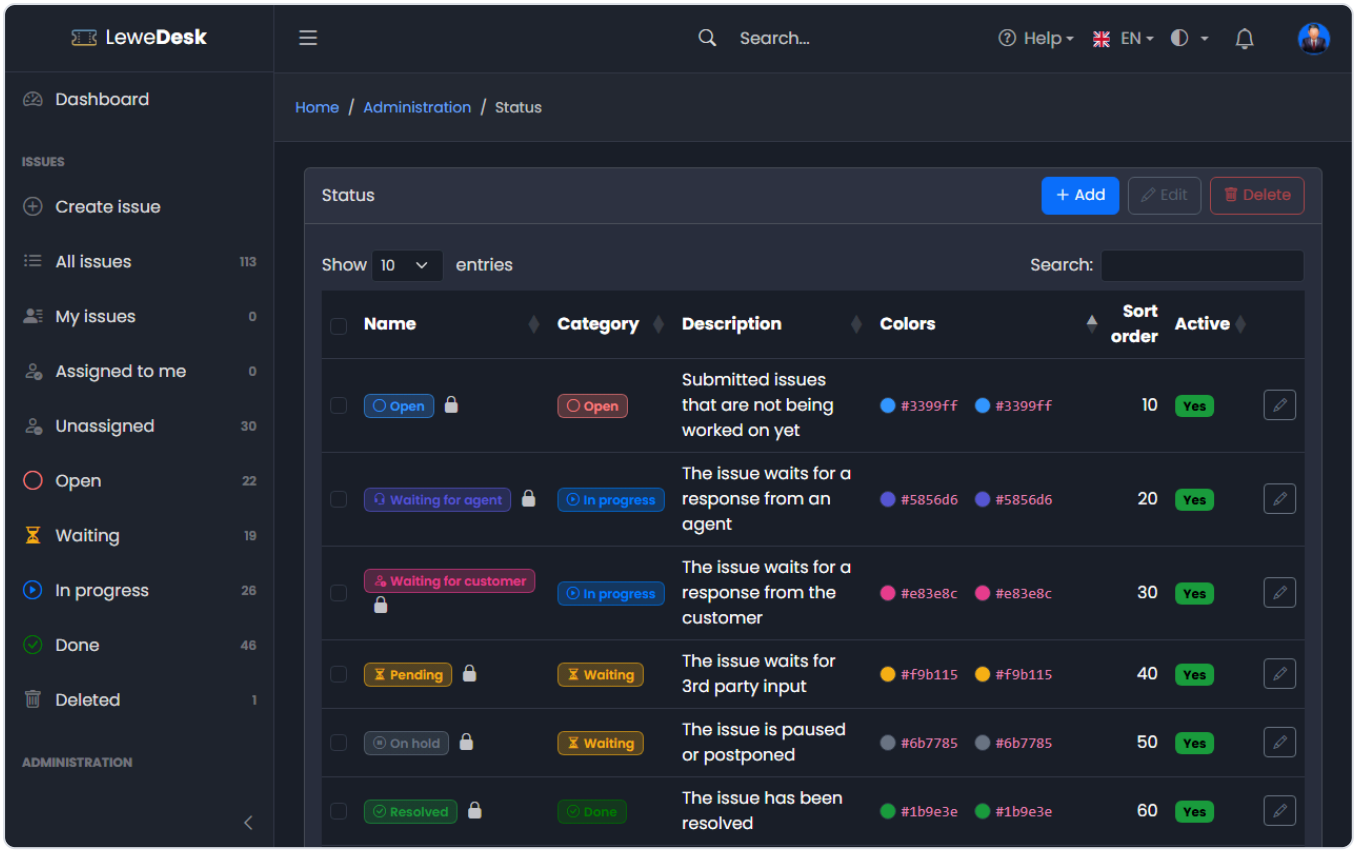
Status



The status tells where an issue is in its life. Each status belongs to a status category. Requires the permission `manage_status`.

The list rows of the issue list get the background color of the issue's status (users can turn this off in their profile).

System status

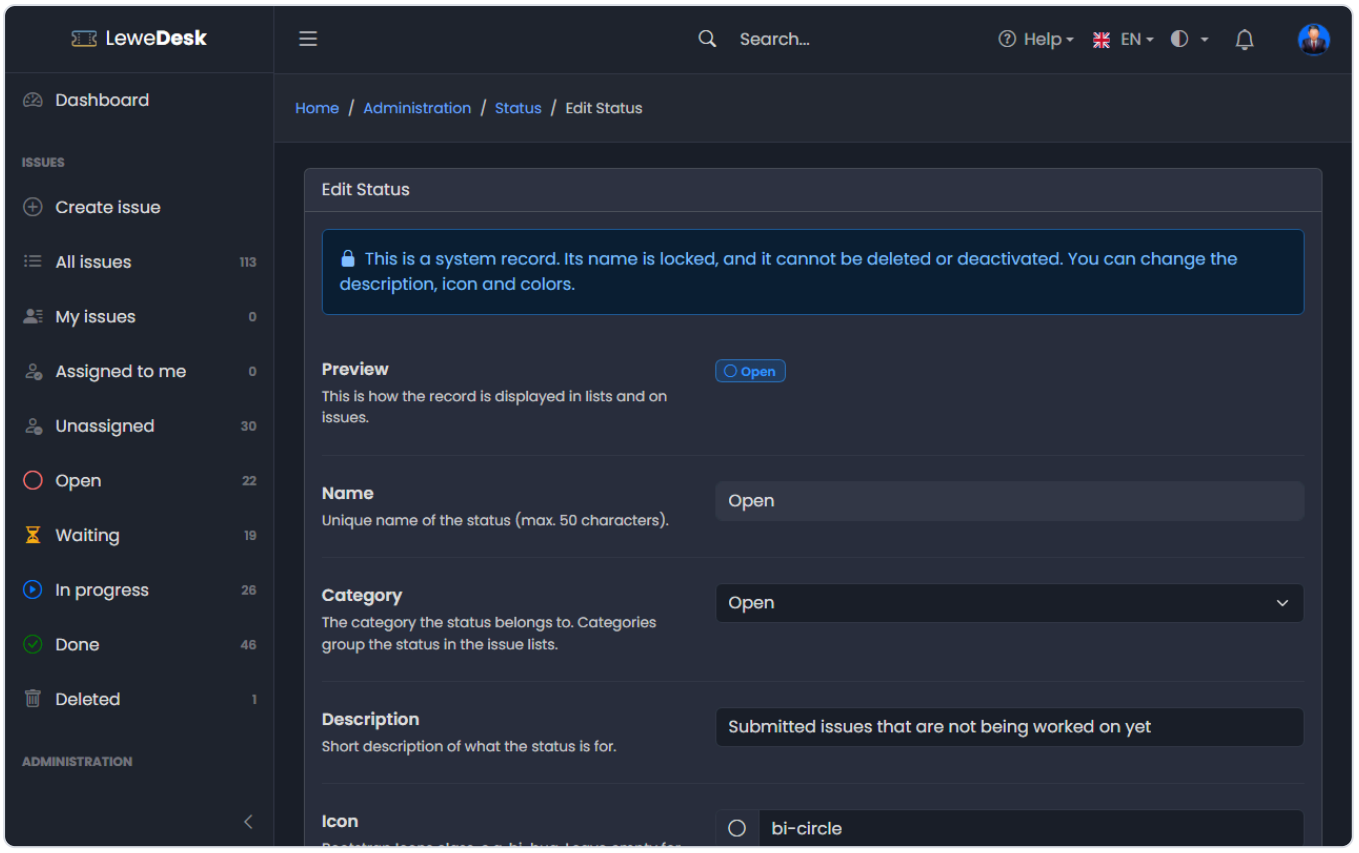
Name	Category	Description
Open	Open	Submitted issues that are not being worked on yet
Waiting for agent	In progress	The issue waits for a response from an agent
Waiting for customer	In progress	The issue waits for a response from the customer
Pending	Waiting	The issue waits for 3rd party input
On hold	Waiting	The issue is paused or postponed
Resolved	Done	The issue has been resolved
Closed	Done	The resolution of the issue has been accepted

The issue actions set *Open*, *Waiting for agent*, *Waiting for customer*, *Resolved* and *Closed* (for example, *Respond* switches between *Waiting for agent* and *Waiting for customer*). *Pending* and *On hold* are set by agents on the Edit Issue page. You can add more status. There is no fixed workflow: an agent can set any status.

Buttons

Button	Function
Add	Opens the form to create a new status
Edit	Opens the Edit page for the selected status
Delete	Deletes the selected status. System status cannot be deleted. If issues use it, you select a replacement.

Add and Edit Status



In addition to the common fields you select the **Category** of the status.

> A status of the category *Done* needs a resolution on the issue.

Last updated: 2026-11-03 10:18