

Statuses

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Overview

At Ticaga, we wanted to make it easy for you to customise your statuses, everyone has different styles. We do recommend you keep open, closed, awaiting reply and in progress case's by default else you will need to edit a lot more of Ticaga's code. Not impossible but time consuming for yourselves, you can rename their labels and colours, etc but not the case's.

Go get started open: `app/Enums/Status.php` You will see the following:

```
1 <?php
2
3 namespace App\Enums;
4
5 enum Status: string
6 {
7     2 usages
8     case Closed = 'closed';
9     case Open = 'open';
10    2 usages
11    case AwaitingReply = 'awaiting reply';
12    2 usages
13    case InProgress = 'in progress';
14
15    public static function values(): array
16    {
17        return array_column(self::cases(), 'name', 'value');
18    }
19
20    public function label(): string
21    {
22        return match ($this) {
23            static::Closed => 'Closed',
24            static::Open => 'Open',
25            static::AwaitingReply => 'Awaiting Reply',
26            static::InProgress => 'In Progress',
27        };
28    }
29 }
```

For example to **add** a status as "**on hold**".

Create a case called "on hold" eg:

```
enum Status: string
{
    2 usages
    case Closed = 'closed';
    case Open = 'open';
    2 usages
    case AwaitingReply = 'awaiting reply';
    2 usages
    case InProgress = 'in progress';
    no usages
    case OnHold = 'on hold';
}
```

Now you need to create a label for it:

```
public function label(): string
{
    return match ($this) {
        static::Closed ⇒ 'Closed',
        static::Open ⇒ 'Open',
        static::AwaitingReply ⇒ 'Awaiting Reply',
        static::InProgress ⇒ 'In Progress',
        static::OnHold ⇒ 'On Hold',
    };
}
```

Finally last but not least you may want to give it a colour:

```
public function colour(): string
{
    return match ($this) {
        static::Closed ⇒ '#333333',
        static::Open ⇒ '#7FA341',
        static::AwaitingReply ⇒ '#613375',
        static::InProgress ⇒ '#1F4174',
        static::OnHold ⇒ '#B21557',
    };
}
```

Now your status is active on Ticaga:

Customer: Mike

Low

Current: Mike