

# 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:

Ticaga

Dashboard

Support Departments

Support Tickets

Assigned to me

Clients

My Clients

Viewing Ticket: Do you have any documentation?

Customer: Mike

Department

Sales

Ticket Status

On Hold

Ticket Priority

Low

Change Department

Current: Sales

Change Status

Current: On Hold

Change Priority

Current: Low

Assigned to

Current: Mike

Mike :: Ticaga

Hi there,

Do you have any documentation for Ticaga?

Kind regards,

Mike