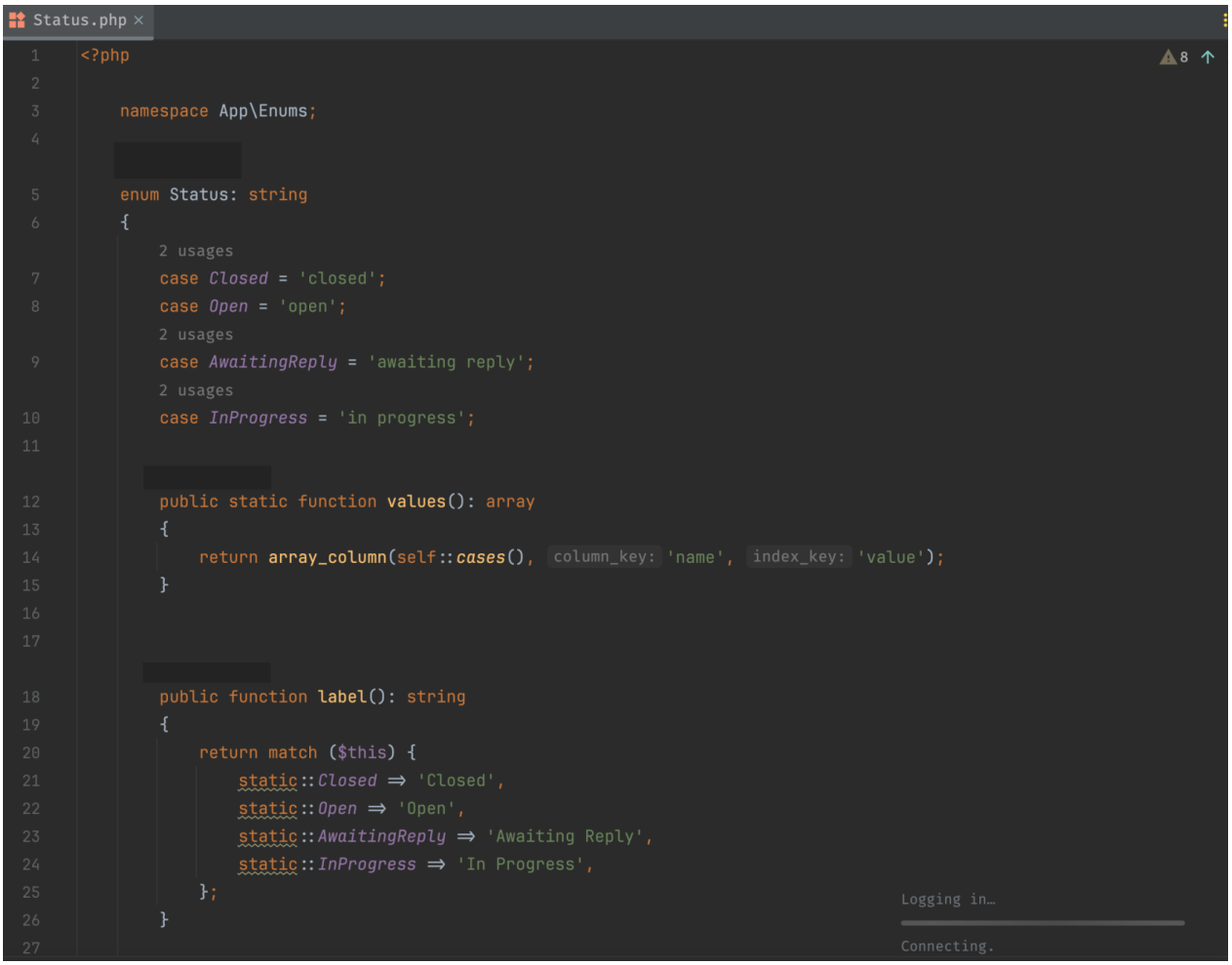
Statuses

- Overview

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:



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:

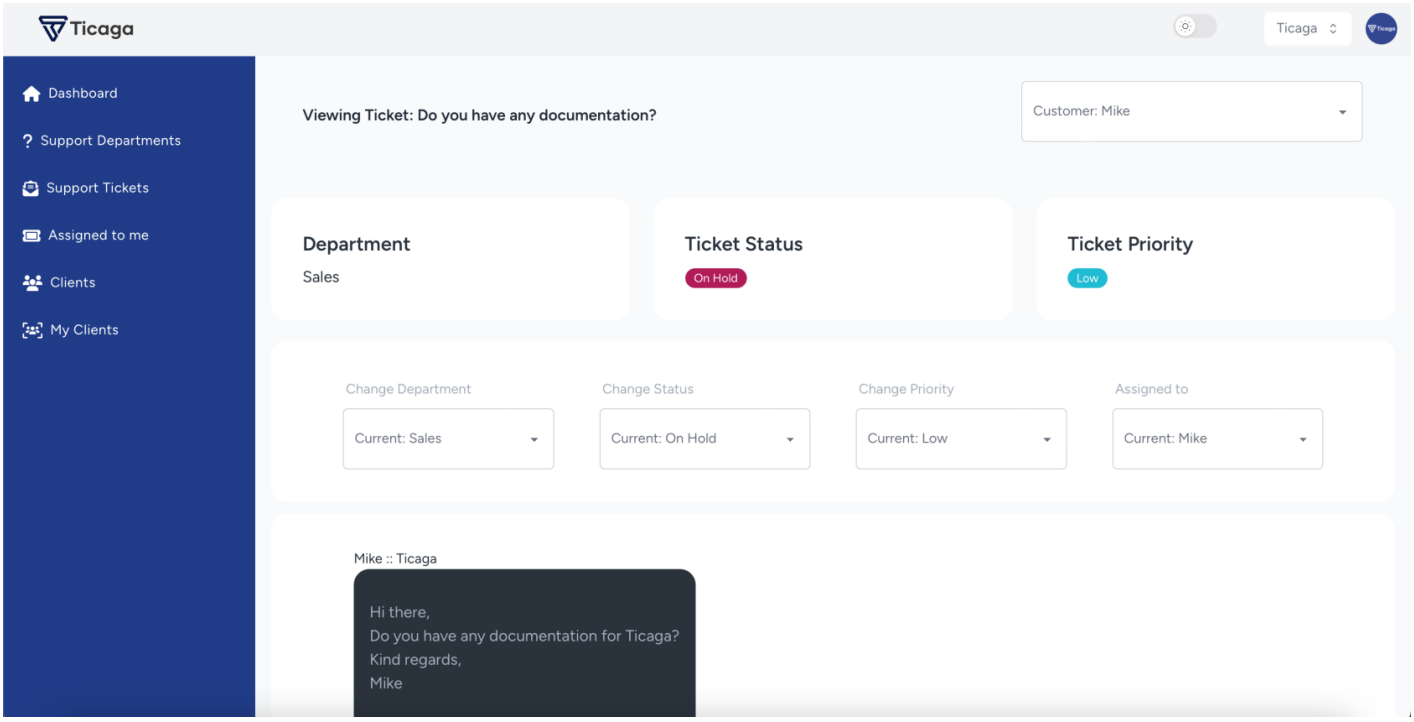
```
    public function label(): string
    {
        return match ($this) {
            static::Closed => 'Closed',
            static::Open => 'Open',
            static::AwaitingReply => 'Awaiting Reply',
            static::InProgress => 'In Progress',
            static::OnHold => 'On Hold',
  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

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:

Version 1:



Version 2:
To be added.