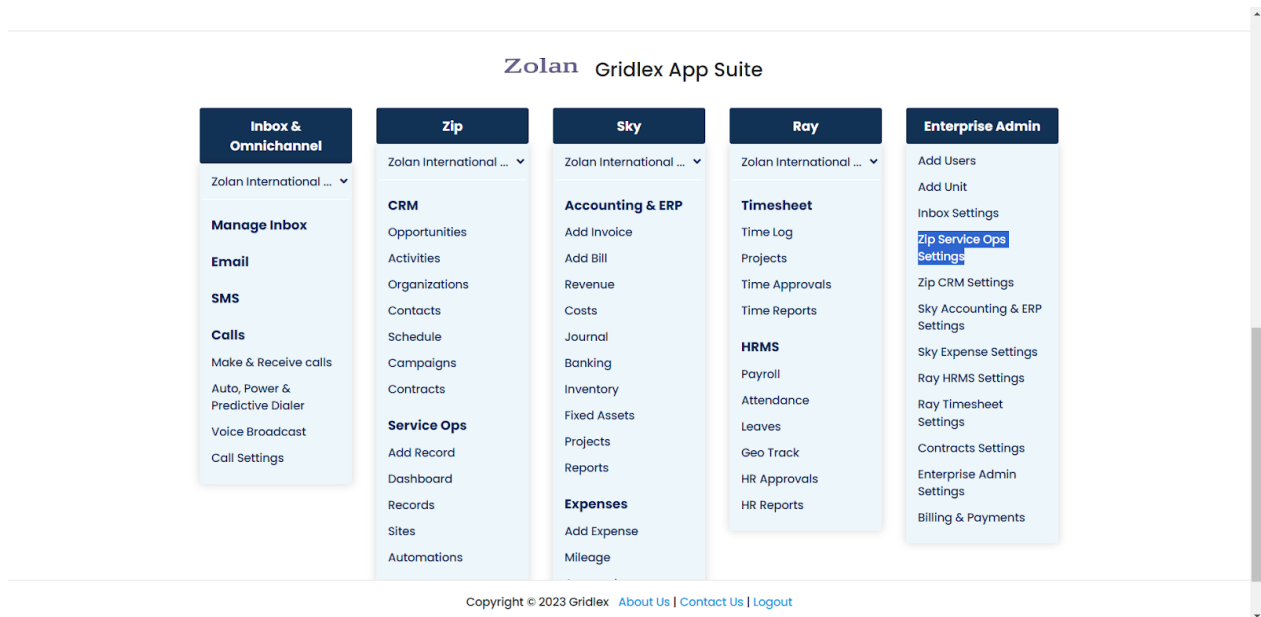
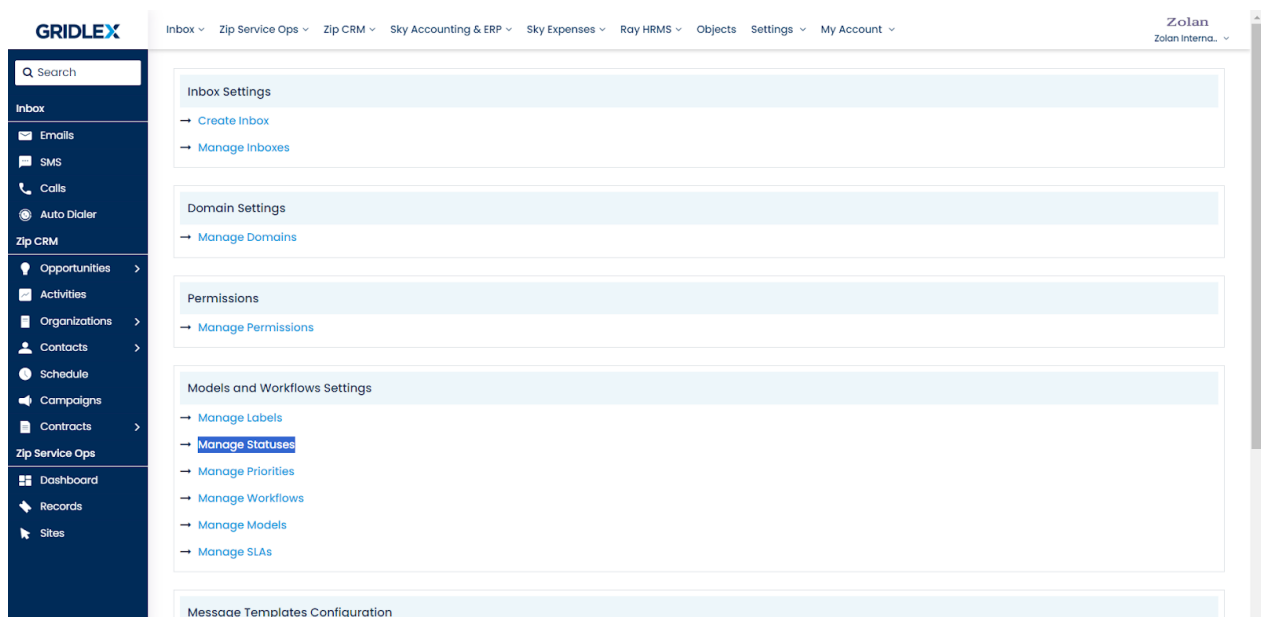


The record status indicates the current phase of a record's lifecycle, from the moment of its creation through to its resolution. Follow the below steps to create and edit record statuses in Gridlex Zip.

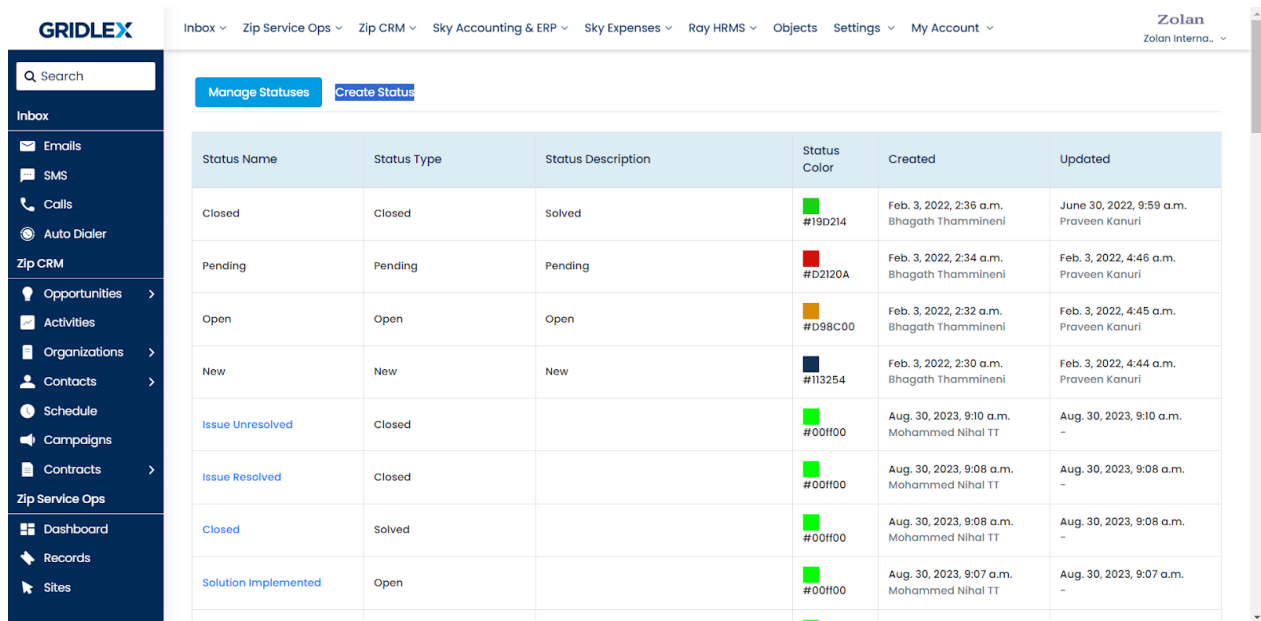
Step 1: Log in to your Gridlex App Suite account and click on the "Zip Service Ops Settings" option under the Enterprise Admin tab.



Step 2: Navigate to the “Models and Workflows Settings” section and click on “Manage Statuses.”

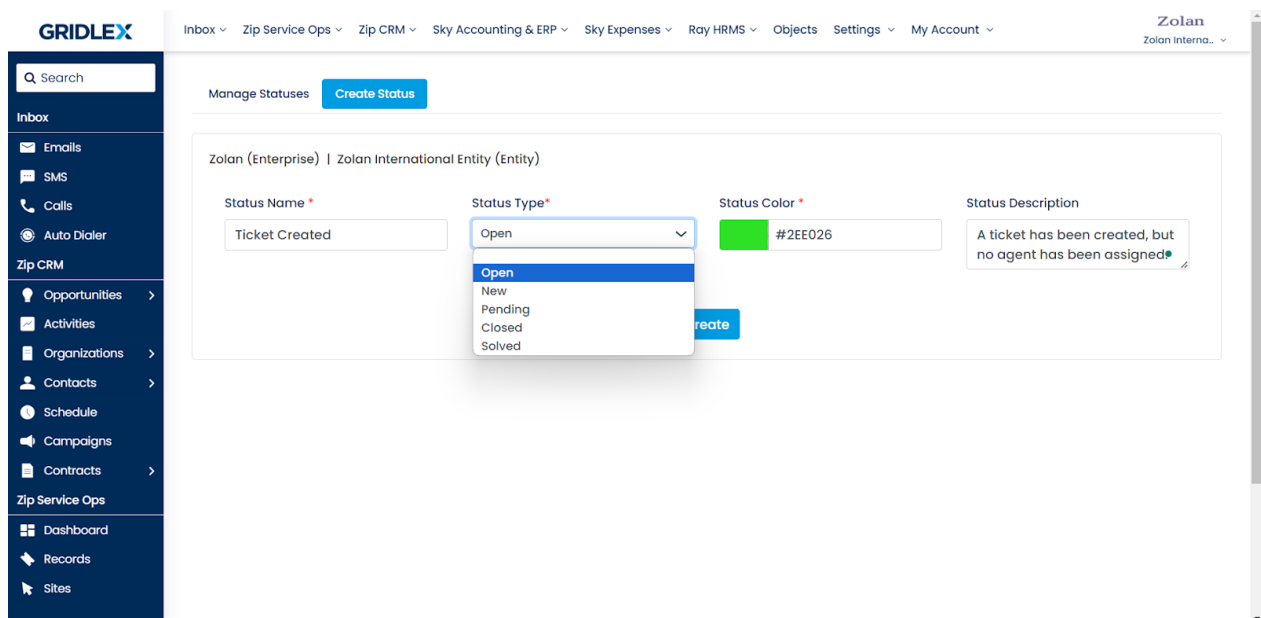


Step 3: Click on “Create Status.”



Status Name	Status Type	Status Description	Status Color	Created	Updated
Closed	Closed	Solved	#19D214	Feb. 3, 2022, 2:36 a.m. Bhagath Thammineni	June 30, 2022, 9:59 a.m. Praveen Kanuri
Pending	Pending	Pending	#D2120A	Feb. 3, 2022, 2:34 a.m. Bhagath Thammineni	Feb. 3, 2022, 4:46 a.m. Praveen Kanuri
Open	Open	Open	#D98C00	Feb. 3, 2022, 2:32 a.m. Bhagath Thammineni	Feb. 3, 2022, 4:45 a.m. Praveen Kanuri
New	New	New	#113254	Feb. 3, 2022, 2:30 a.m. Bhagath Thammineni	Feb. 3, 2022, 4:44 a.m. Praveen Kanuri
Issue Unresolved	Closed		#00ff00	Aug. 30, 2023, 9:10 a.m. Mohammed Nihal TT	Aug. 30, 2023, 9:10 a.m. -
Issue Resolved	Closed		#00ff00	Aug. 30, 2023, 9:08 a.m. Mohammed Nihal TT	Aug. 30, 2023, 9:08 a.m. -
Closed	Solved		#00ff00	Aug. 30, 2023, 9:08 a.m. Mohammed Nihal TT	Aug. 30, 2023, 9:08 a.m. -
Solution Implemented	Open		#00ff00	Aug. 30, 2023, 9:07 a.m. Mohammed Nihal TT	Aug. 30, 2023, 9:07 a.m. -

Step 4: Add the status name, select the status type, assign a color, and provide a description.



Zolan (Enterprise) | Zolan International Entity (Entity)

Status Name * Ticket Created

Status Type * Open

Status Color * #2EE026

Status Description A ticket has been created, but no agent has been assigned

Create

Step 5: Once done, click “Create.” Your status has been created.

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Create Status

Zolan (Enterprise) | Zolan International Entity (Entity)

Status Name *

Ticket Created

Status Type*

Open

Status Color *

#2EE026

Status Description

A ticket has been created, but no agent has been assigned.

Create

Note: If you want to edit the status you created, find the status name in the “Manage Statuses” and click on it. Make edits wherever needed. Once you're done editing, click “Update.” Refer to the screenshots below.

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Manage Statuses

Create Status

Status Name	Status Type	Status Description	Status Color	Created	Updated
Closed	Closed	Solved	<div>#19D214</div>	Feb. 3, 2022, 2:36 a.m. Bhagath Thammineni	June 30, 2022, 9:59 a.m. Praveen Kanuri
Pending	Pending	Pending	<div>#D2120A</div>	Feb. 3, 2022, 2:34 a.m. Bhagath Thammineni	Feb. 3, 2022, 4:46 a.m. Praveen Kanuri
Open	Open	Open	<div>#D98C00</div>	Feb. 3, 2022, 2:32 a.m. Bhagath Thammineni	Feb. 3, 2022, 4:45 a.m. Praveen Kanuri
New	New	New	<div>#113254</div>	Feb. 3, 2022, 2:30 a.m. Bhagath Thammineni	Feb. 3, 2022, 4:44 a.m. Praveen Kanuri
Ticket Created	Open	A ticket has been created, but no agent has been assigned.	<div>#2EE026</div>	Oct. 4, 2023, 6 a.m. Navya Deepika Battu	Oct. 4, 2023, 6 a.m. Navya Deepika Battu
Issue Unresolved	Closed		<div>#00ff00</div>	Aug. 30, 2023, 9:10 a.m. Mohammed Nihal TT	Aug. 30, 2023, 9:10 a.m. -
Issue Resolved	Closed		<div>#00ff00</div>	Aug. 30, 2023, 9:08 a.m. Mohammed Nihal TT	Aug. 30, 2023, 9:08 a.m. -
Closed	Solved		<div>#00ff00</div>	Aug. 30, 2023, 9:08 a.m. Mohammed Nihal TT	Aug. 30, 2023, 9:08 a.m. -

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Status Listing » Edit Status

Zolan (Enterprise) | Zolan International Entity (Entity)

Status Name *

Status Type *

Status Color *

Status Description

Ticket Created

Open

#2EE026

A ticket has been created, but no agent has been assigned.

Update

If you need any help with any feature, data migration of your old data, or anything at all, just email apps@gridlex.com and our team will be here to help you. Remember, that one of **Gridlex's** core values is Customer Success. We want you to be successful.