

Ticket Status Workflow

To setup **Ticket Status Workflow**:

1. On the Menu Panel, click on **Help Desk**.
2. Click the **Ticket Status Workflow** submenu

The screenshot shows a window titled "Ticket Status Workflow" with a dark blue header. Below the header is a toolbar with "Save", "Undo", and "Close" buttons. The main area contains a table with the following structure:

<input type="checkbox"/>	Ticket Status*	Change Ticket Status To	Active	Trigger
<input checked="" type="checkbox"/>	08 - Wait Customer	Open	<input checked="" type="checkbox"/>	Customer Responds
<input type="checkbox"/>			<input type="checkbox"/>	

Below the table is a large empty white space. At the bottom of the window is a status bar with icons for help, settings, and a lightbulb, followed by the text "1.14s | Saved" and a "Refresh" button with a circular arrow icon.

3. Go to available row in a grid, select Ticket Status and Change Ticket Status
 - a. Check Active checkbox to set the workflow as active
 - b. Trigger is automatically filled with 'Customer Responds'