

Manage Space: Case Statuses

Version 16

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Case statuses are a way to indicate the progress of a case. Add, edit, and delete case statuses in Manage Space.

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Add Case Status

1. In the header, click **Spaces** and click a space.
2. Click **Manage Space**.
3. In the sidebar menu, click **Cases**.
4. Click **Statuses**.
5. Click **Add Status**.
6. Fill in the following information:
 - **Name:** The name of the status.
 - **Set status type:** Whether the status indicates the case is Open or Closed. Status type affects milestone percentage. The Closed status type increases milestone completion percentage.
 - **CSS class for color:** Enter a label. The label should be one word without spaces. You can use dashes and underscores. You can use CSS Overrides to style the status label. See the [Custom CSS Class Example](#) below.
 - **Default:** If checked, this status will be the default status when cases are created. Users will not need to select this status when creating a case. The status will be selected automatically.
7. Click **Save**.

Edit Case Status

1. In the header, click **Spaces** and click a space.
2. Click **Manage Space**.
3. In the sidebar menu, click **Cases**.
4. Click **Statuses**.
5. For a status, click the edit icon.
6. Make changes to the status.
7. Click **Save**.

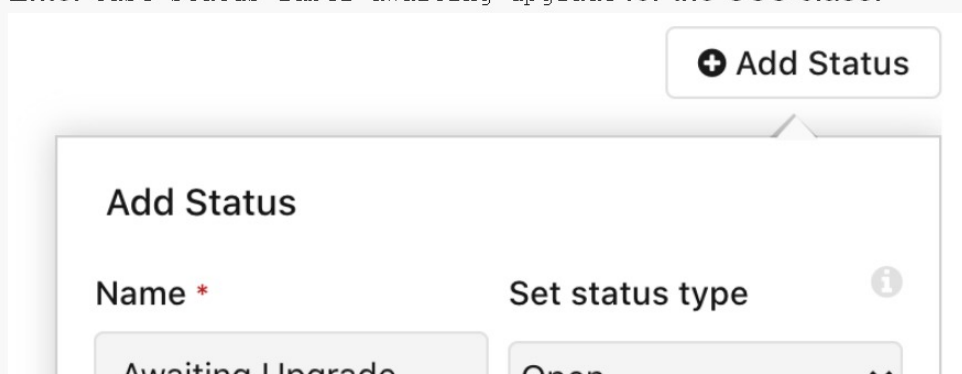
Delete Case Status

1. In the header, click **Spaces** and click a space.
2. Click **Manage Space**.
3. In the sidebar menu, click **Cases**.
4. Click **Statuses**.
5. For a category, click the delete icon.
6. Select a status to move cases to.
7. Click **Delete**.

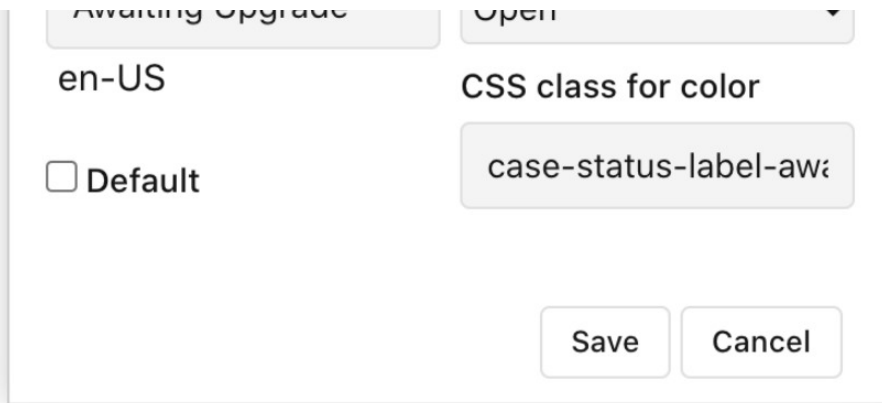
Case Status Color Example

The **CSS class for color** is used to style the case status label. Below is an example of adding a new case status and adding CSS overrides to style the status label.

1. Add a new case status called *Awaiting Upgrade*.
2. Enter `case-status-label-awaiting-upgrade` for the CSS class.



The screenshot shows a user interface for adding a new case status. At the top right, there is a button with a plus sign and the text "Add Status". Below it is a modal dialog box titled "Add Status". The dialog contains two input fields. The first field is labeled "Name *" and has the text "Awaiting Upgrade" entered. The second field is labeled "Set status type" and has a dropdown menu with "Open" selected. There is an information icon (i) to the right of the second field.

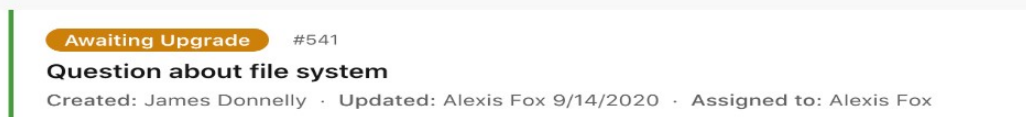


3. In **Control Panel > System > CSS Overrides**, add the following code, at the bottom.

```
/*Style for the Awaiting Upgrade case status*/  
.case-status-label-awaiting-upgrade {  
  background: #ce8109;  
  border-color: #ce8109;  
  color: white;  
}
```

4. Click **Save CSS Overrides**.

Result:



You can modify the CSS code for your own case status:

- Replace `case-status-label-awaiting-upgrade` with your case status's CSS class.
- Replace `#ce8109` with your desired background color. (Make sure to replace both instances of `#ce8109` .)
- If the background is light, also replace `white` with `black` .

tags : member