

Status (Settings)

Here new statuses are created for different types of cases and operational organization units.

Standard Statuses:

Not started	Default start status for all cases. When agents starts working in the case, the status automatically changes to «Start».
Started	If a case is in a «Waiting» status mode and user responds from user web, the status will automatically change to «Start». This can also be set up to apply to email. Notify Technet support about which statuses this should apply for.
Resolved	The case is closed and does not appear in the overview / case list when the filter on «Status» is set to = «All». The case can be opened again.
Remaining unresolved	The case is closed and does not appear in the overview / case list when the filter on «Status» is set to «All». The case can be opened again.