

Managing statuses effectively in a helpdesk system is crucial for tracking tickets' progress, maintaining clear communication with stakeholders, improving accountability and transparency, ensuring tickets are addressed in priority order, and providing a clear picture of the support team's workload. Customer can create statuses according to the requirement. Proper management of statuses leads to improved efficiency, enhanced customer satisfaction, and effective addressing of customers' needs. The video will show how to manage statuses effectively in Gridlex Zip.



If you need any help with any feature, data migration of your old data, or anything at all, just email [apps@gridlex.com](mailto: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.