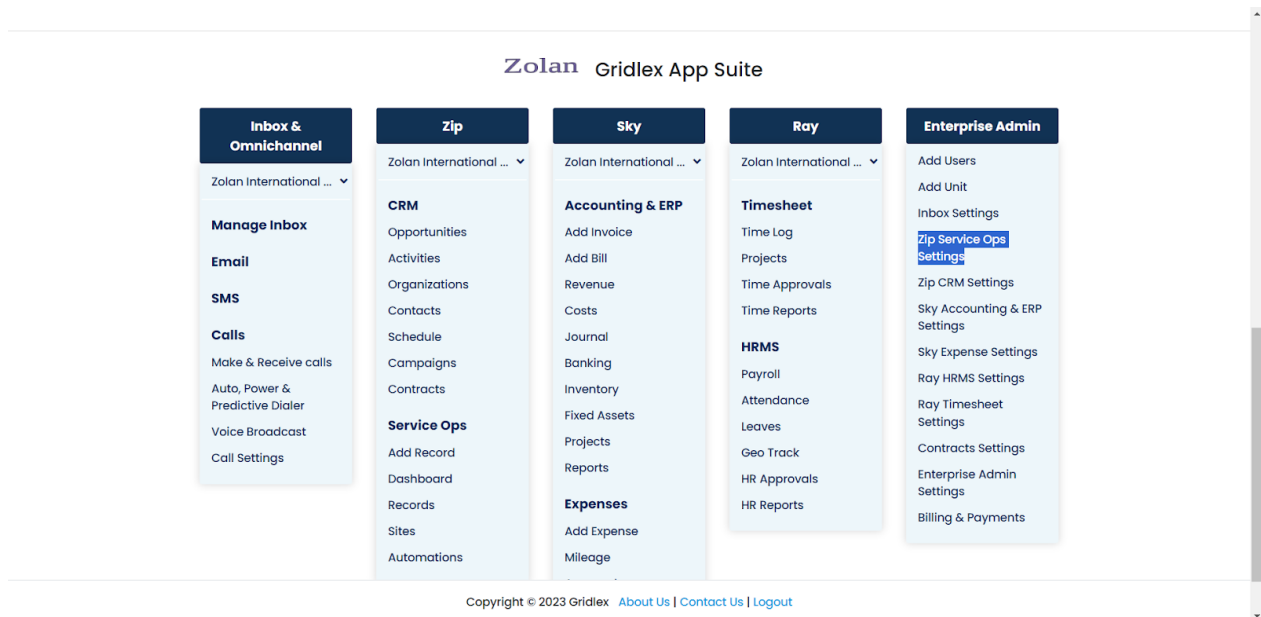
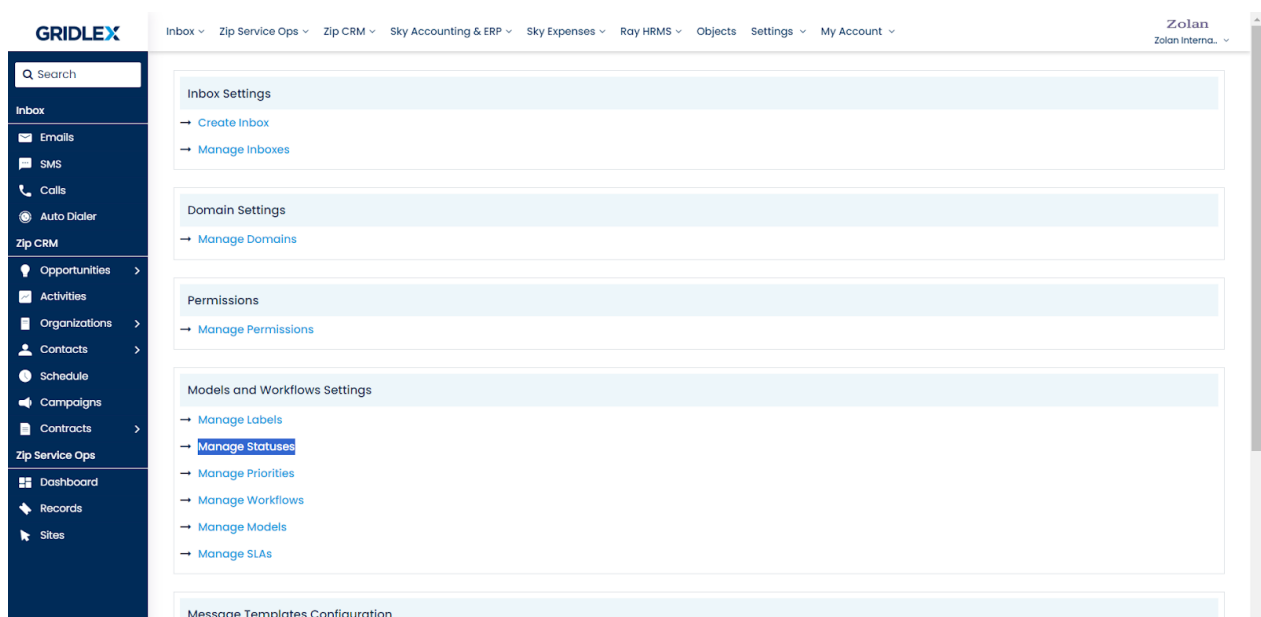


The record status indicates the current phase of a record's lifecycle, from the moment of its creation through to its resolution. Follow the below steps to create and edit record statuses in Gridlex Zip.

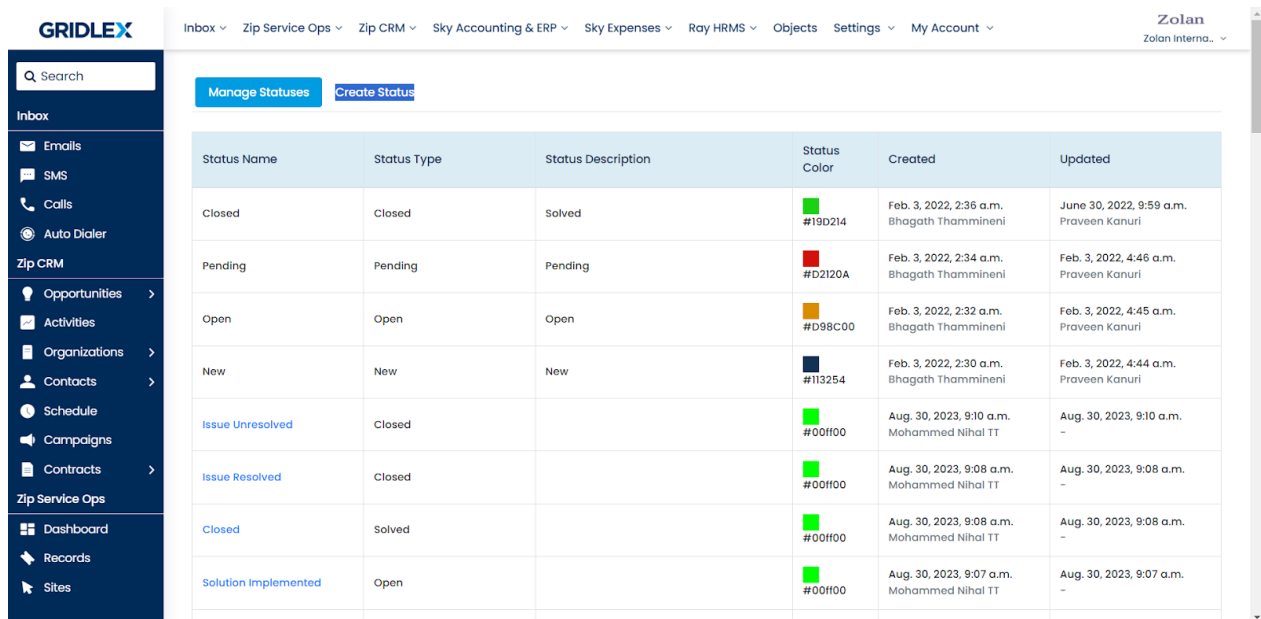
Step 1: Log in to your Gridlex App Suite account and click on the "Zip Service Ops Settings" option under the Enterprise Admin tab.



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



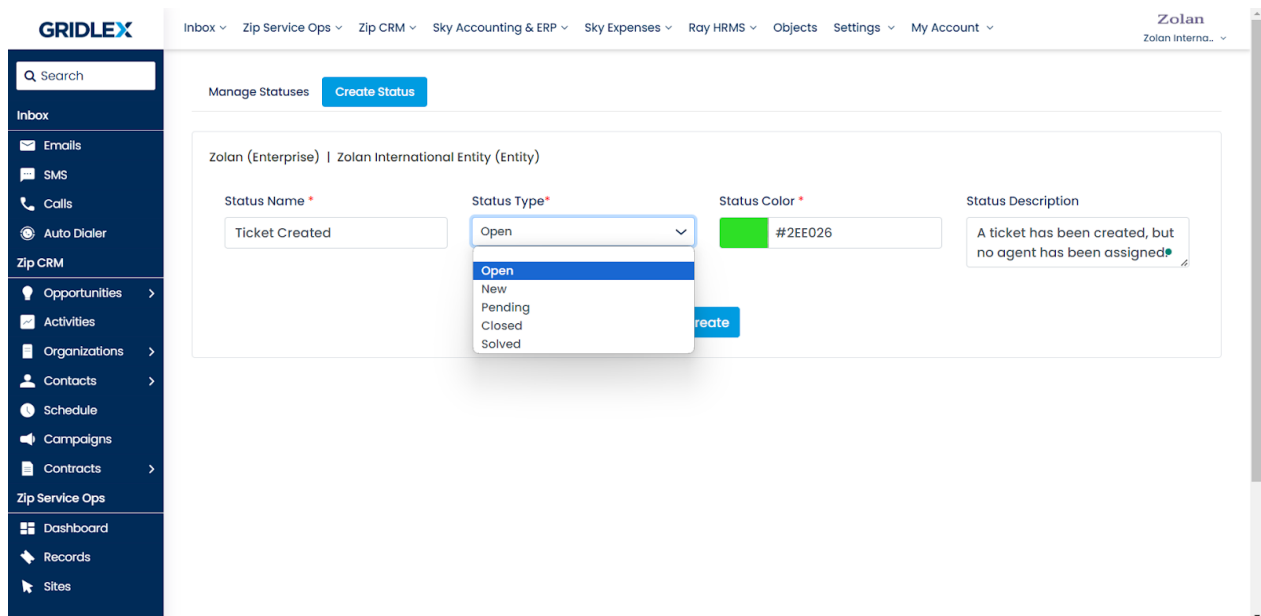
Step 3: Click on “Create Status.”



The screenshot shows the GRIDLEX application interface. On the left is a dark blue sidebar with navigation links: Inbox, Emails, SMS, Calls, Auto Dialer, Zip CRM, Opportunities, Activities, Organizations, Contacts, Schedule, Campaigns, Contracts, Zip Service Ops, Dashboard, Records, and Sites. The main header includes 'Inbox', 'Zip Service Ops', 'Zip CRM', 'Sky Accounting & ERP', 'Sky Expenses', 'Ray HRMS', 'Objects', 'Settings', and 'My Account'. The user 'Zolan Zolan interna..' is logged in. Below the header, there are two buttons: 'Manage Statuses' and 'Create Status'. The 'Create Status' button is highlighted. Below these buttons is a table of existing statuses.

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.



The screenshot shows the 'Create Status' form in the GRIDLEX application. The form is titled 'Zolan (Enterprise) | Zolan International Entity (Entity)'. It has four main fields: 'Status Name', 'Status Type', 'Status Color', and 'Status Description'. The 'Status Name' field contains 'Ticket Created'. The 'Status Type' dropdown menu is open, showing options: 'Open', 'New', 'Pending', 'Closed', and 'Solved'. The 'Status Color' field shows a green color swatch and the hex code '#2EE026'. The 'Status Description' field contains the text 'A ticket has been created, but no agent has been assigned'. There is a 'Create' button at the bottom right of the form.

Manage Statuses **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

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

GRIDLEX

Inbox

Zip Service Ops

Zip CRM

Sky Accounting & ERP

Sky Expenses

Ray HRMS

Objects

Settings

My Account

Zolan

Zolan interna..

Q Search

Inbox

Emails

SMS

Calls

Auto Dialer

Zip CRM

Opportunities

Activities

Organizations

Contacts

Schedule

Campaigns

Contracts

Zip Service Ops

Dashboard

Records

Sites

Manage Statuses

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.

GRIDLEX

Inbox

Zip Service Ops

Zip CRM

Sky Accounting & ERP

Sky Expenses

Ray HRMS

Objects

Settings

My Account

Zolan

Zolan interna..

Q Search

Inbox

Emails

SMS

Calls

Auto Dialer

Zip CRM

Opportunities

Activities

Organizations

Contacts

Schedule

Campaigns

Contracts

Zip Service Ops

Dashboard

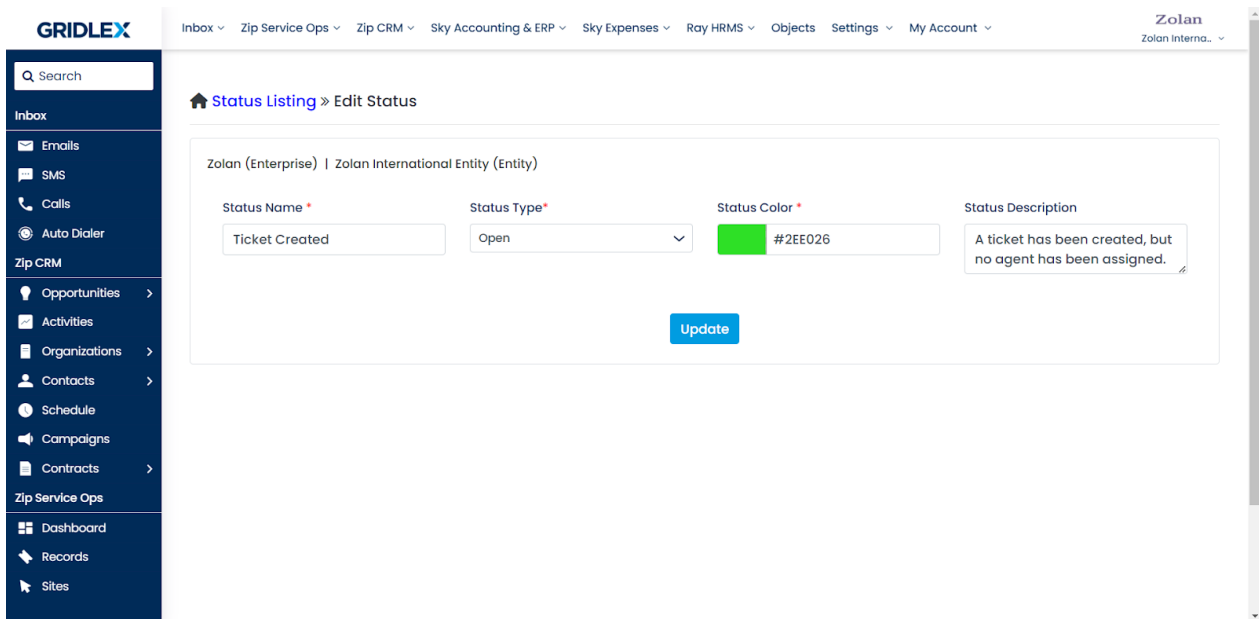
Records

Sites

Manage Statuses

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
Ticket Created	Open	A ticket has been created, but no agent has been assigned.	#2EE026	Oct. 4, 2023, 6 a.m. Navya Deepika Battu	Oct. 4, 2023, 6 a.m. Navya Deepika Battu
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. -



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.