

Creating Custom Ticket Statuses

<https://campus.barracuda.com/doc/90439956/>

You can create custom ticket statuses in Barracuda Managed Workplace for more comprehensive ticket status mapping with your **ConnectWise Manage**, **Salesforce**, or **Remedy PSA** configuration, or simply to create more descriptive ticket statuses for use within Service Center.

If your **PSA** configuration includes additional ticket statuses that do not easily match up with the four ticket statuses available with Barracuda Managed Workplace, you can create custom statuses in Service Center, and then map these custom statuses to the appropriate ticket status in your **PSA**. For more information, see the [Barracuda Managed Workplace Integration Guide - Service Desks](#).

When you create a custom ticket status, you can optionally designate it as a closed status. A closed status indicates that the ticket is not active and no further action is required. For example, you can create an on-hold or resolved ticket status and designate it as closed. You can create multiple closed statuses as required.

If you have a **Autotask**, **Tigerpaw**, **Fieldpoint**, **Solutions 360**, or a custom **PSA** integration installed, you can create custom ticket statuses, but the only attribute that will be passed to the **PSA** is whether the ticket is a closed status. For this reason, it is only recommended to create custom ticket statuses if you also have **ConnectWise Manage** or a **Salesforce PSA** installed.

To create a custom ticket status

1. In Service Center, click **Configuration > System Settings**.
2. Click the **Ticketing** tab.
3. Click **New**.
4. Type a name in the **Ticket Status Name** box.
5. If the custom status is a closed ticket status, select the **Closed Status** check box.
6. Click **OK**.

To edit a custom ticket status

You cannot edit the Barracuda Managed Workplace system ticket statuses.

1. In Service Center, click **Configuration > System Settings**.
2. Click the **Ticketing** tab.
3. Click **Edit** in the row for the custom ticket status you want to edit.
4. Select or clear the **Closed Status** check box.
5. Click **OK**.

To delete a custom ticket status

You can delete a custom ticket status if it is not currently mapped to a **PSA** or service desk ticket status. If it is mapped, a notification message appears, and you must unmap the custom status before deleting it.

1. In Service Center, click **Configuration > System Settings**.
2. Click the **Ticketing** tab.
3. Select the check box beside the status you want to delete.
4. Click **Delete**.

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