LexiConn Knowledgebase

Managing Status Options

Select "Edit Status Options" from the "Settings" menu at the top. A window will open where you can add, delete, or edit status options, including the status name, description, and whether is represents and open or closed status option.
Please note, the first three status options (Declined, Complete, and Auto Closed) are read-only options and cannot be deleted or modified.

https://support.lexiconn.com/kb/questions/349/