

getStatus

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Signature

Helper	nodeHelper
Signature	<code>getStatus(String statusName)</code>
Description	Returns a hub status with the provided name

Example use

Set the issue status to ready for incoming issues.

```
issue.status = nodeHelper.getStatus("Ready")
```

Note: Due to Github management system limitations, it is not possible to create an issue in any other state than Open. In this case, the `getStatus` will only apply during the update.

Set issue status to **Fixed** if the remote issue status is **Done** and resolution is **Fixed**.

```
def desiredStatusName
  if (replica.status?.name == "Done" && replica.resolution?.name == "Done") {
    desiredStatusName = "Fixed"
  }
  def desiredStatus = nodeHelper.getStatus(desiredStatusName)
  if (desiredStatus) {
    issue.status = desiredStatus
  }
}
```

For Freshdesk

In Freshdesk, the `getStatus` method retrieves a status based on its name. The valid status values in Freshdesk are: **Open**, **Pending**, **Resolved**, **Closed**, **Waiting on Customer**, and **Waiting on Third Party**. If an invalid status name is provided, both the ID and name will be set to `null`.

To ensure proper synchronization between Freshdesk and other systems, a status mapping can be implemented to align different status values across platforms.

Example Usage in Freshdesk:

- **Basic Usage:** Assign a Freshdesk status directly:

```
entity.status = nodeHelper.getStatus("Open")
```

- **Mapping External Statuses to Freshdesk:** Convert external status names to match Freshdesk's supported values.

```
def statusMapping = [  
  "Open": "Open",  
  "Pending": "Pending",  
  "Work in progress": "Resolved",  
  "Done": "Closed"  
]  
entity.status = nodeHelper.getStatus(statusMapping[replica.status?.name] ?: "Open")
```

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