getStatus

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Signature

Helper	nodeHelper
Signature	`getStatus(String statusName)`
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 & for Freshservice

The `getStatus` method retrieves a status based on its name. The valid status values in Freshdesk & Freshservice 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 / Freshservice and other systems, a status mapping can be implemented to align different status values across platforms.

Example:

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

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

- **Mapping External Statuses to Freshdesk / Freshservice:** Convert external status names to match Freshdesk's / Freshservice'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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