

# Priorities

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# Overview

At Ticaga, we wanted to make it easy for you to customise your priorities, everyone has different styles. We do recommend you keep open, awaiting reply, closed and in progress case's by default else you will need to edit a lot more of Ticaga's code. Not impossible but time consuming for yourselves, you can rename their labels and colours, etc but not the case's.

Go get started open: `app/Enums/Priorities.php` You will see the following:

A screenshot of a code editor window titled "Priorities.php". The code is as follows:

```
1 <?php
2
3 namespace App\Enums;
4
5 enum Priorities: string
6 {
7     3 usages
8     case Low = 'low';
9     case Medium = 'medium';
10    case High = 'high';
11    case Emergency = 'emergency';
12
13    public static function values(): array
14    {
15        return array_column(self::cases(), 'name', 'value');
16    }
17
18    public function label(): string
19    {
20        return match ($this) {
21            static::Low => 'Low',
22            static::Medium => 'Medium',
23            static::High => 'High',
24            static::Emergency => 'Emergency',
25        };
26    }
27
28    public function colour(): string
29    {
```

For example to **add** a priority as "**can not trade**".

Create a case called "can not trade" eg:

```
enum Priorities: string
{
    3 usages
    case Low = 'low';
    case Medium = 'medium';
    case High = 'high';
    case Emergency = 'emergency';
    no usages
    case CanNotTrade = 'can not trade';
```

Now you need to create a label for it:

```
public function label(): string
{
    return match ($this) {
        static::Low ⇒ 'Low',
        static::Medium ⇒ 'Medium',
        static::High ⇒ 'High',
        static::Emergency ⇒ 'Emergency',
        static::CanNotTrade ⇒ 'Can Not Trade!',
    };
}
```

Now you may want to give it a colour:

```
public function colour(): string
{
    return match ($this) {
        static::Low ⇒ '#00BCD5',
        static::Medium ⇒ '#FEC107',
        static::High ⇒ '#A41A17',
        static::Emergency ⇒ '#FE0707',
        static::CanNotTrade ⇒ '#1595B2',
    };
}
```

Now finally for the last option you can have at the moment in time is, Is this new priority an Emergency status, in our case yes it is:

```
public function priority(): bool
{
    return match ($this) {
        static::Low => false,
        static::Medium => false,
        static::High => true,
        static::Emergency => true,
        static::CanNotTrade => true,
    };
}
```

Now your priority is active on Ticaga:

Ticaga v1.0.0

The screenshot shows the Ticaga v1.0.0 web interface. On the left is a dark blue sidebar with navigation links: Dashboard, Support Departments, Support Tickets, Assigned to me, Clients, and My Clients. The main content area is light gray and displays a ticket titled "Viewing Ticket: Do you have any documentation?". The customer is identified as "Mike". Below the title are three summary cards: "Department" (Sales), "Ticket Status" (Awaiting Reply), and "Ticket Priority" (Can Not Trade). Underneath these are four control boxes for "Change Department", "Change Status", "Change Priority", and "Assigned to", each with a dropdown menu showing the current value. At the bottom, a message from "Mike :: Ticaga" is displayed in a dark gray box: "Hi there, Do you have any documentation for Ticaga? Kind regards, Mike".

Ticaga V2.0.0 - Urgent instead of Can Not Trade:

Dashboard

Help

Departments

Tickets

Self Help

Announcements

Customers

View Customers

Assigned to me

Tickets

Customers

MD Michael Dance

## How to customise the priorities? ...

Close ticket



Department  
**Sales**



Status  
**Awaiting Reply**



Priority  
**Urgent**



**Shannon Demo** 11th June 2025 17:01

Hi there,

How can I customise the priorities in Ticaga?

Kind regards,  
Shannon Demo

89.22.196.23 - Type: Ticket

**Michael Dance** 11th June 2025 17:06

Hi there Shannon,

Sure to customise the priorities in Ticaga you simply need to modify the following:  
`./app/Enums/Priorities.php`

Find out more at:  
<https://docs.ticaga.com/books/priorities/page/overview>

Kind regards