

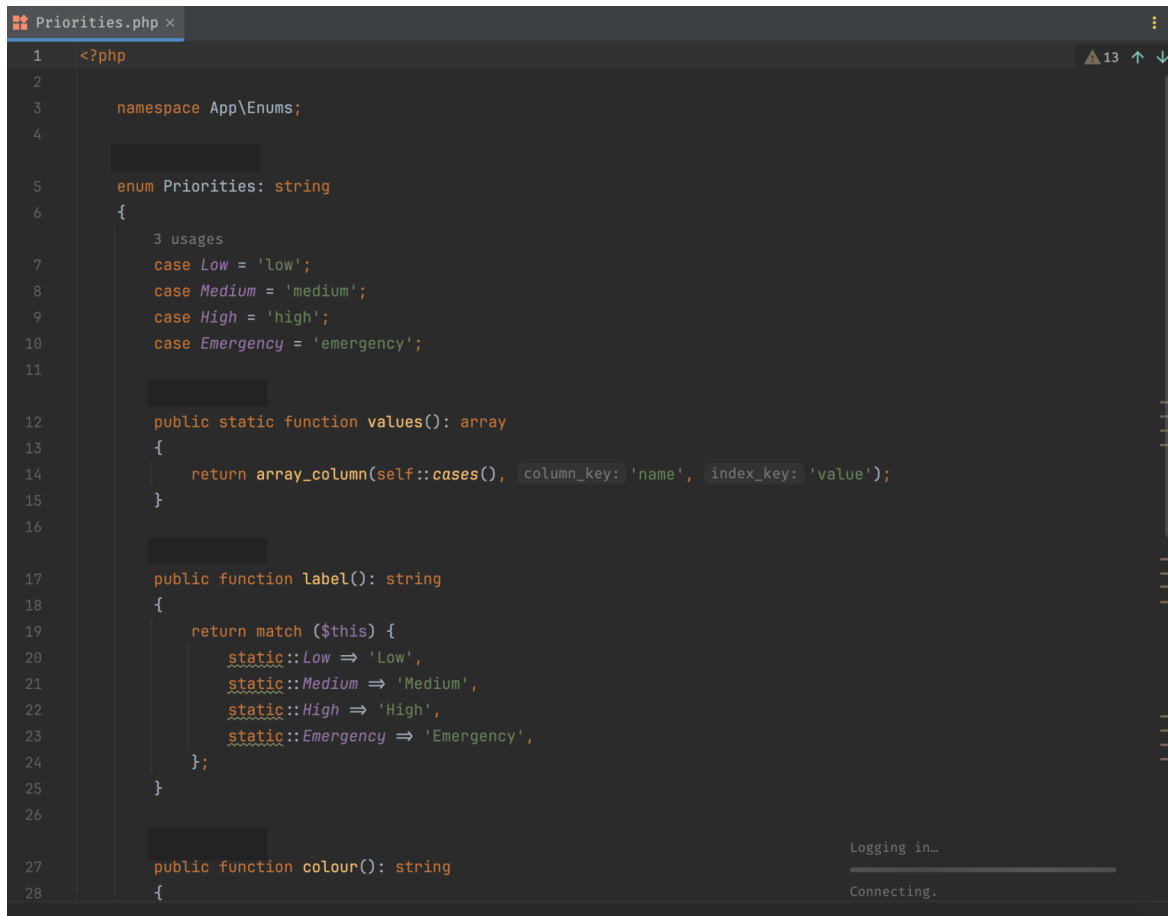
Priorities

- [Overview](#)

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:



```
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 displays the Ticaga v1.0.0 web application. 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 titled 'Viewing Ticket: Do you have any documentation?' and features a dropdown menu for 'Customer: Mike'. Below this, three white cards display ticket details: 'Department' (Sales), 'Ticket Status' (Awaiting Reply), and 'Ticket Priority' (Can Not Trade). A row of four dropdown menus allows for changes: 'Change Department' (Current: Sales), 'Change Status' (Current: Awaiting Reply), 'Change Priority' (Current: Can Not Trade), and 'Assigned to' (Current: Mike). At the bottom, a message box shows a conversation from 'Mike :: Ticaga' with the text: '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