

# 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:

```
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(), 'column_key', 'name', 'index_key: 'value');
16    }
17
18    public function label(): string
19    {
20        return match ($this) {
21            static::Low => 'Low',
22            static::Medium => 'Medium',
23            static::High => 'High',
24            static::Emergency => 'Emergency',
25        };
26    }
27
28    public function colour(): string
29    {
30        return match ($this) {
31            static::Low => 'red',
32            static::Medium => 'blue',
33            static::High => 'green',
34            static::Emergency => 'yellow',
35        };
36    }
37 }
```

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:

The screenshot displays the Ticaga support ticket management 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 has a light gray header with the Ticaga logo, a settings icon, and a user profile icon. Below the header, the ticket title is "Viewing Ticket: Do you have any documentation?" and the customer is "Mike". The ticket details are shown in three cards: Department (Sales), Ticket Status (Awaiting Reply), and Ticket Priority (Can Not Trade!). Below these cards are four dropdown menus for changing the ticket details: 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 from Mike is displayed: "Hi there, Do you have any documentation for Ticaga? Kind regards, Mike".