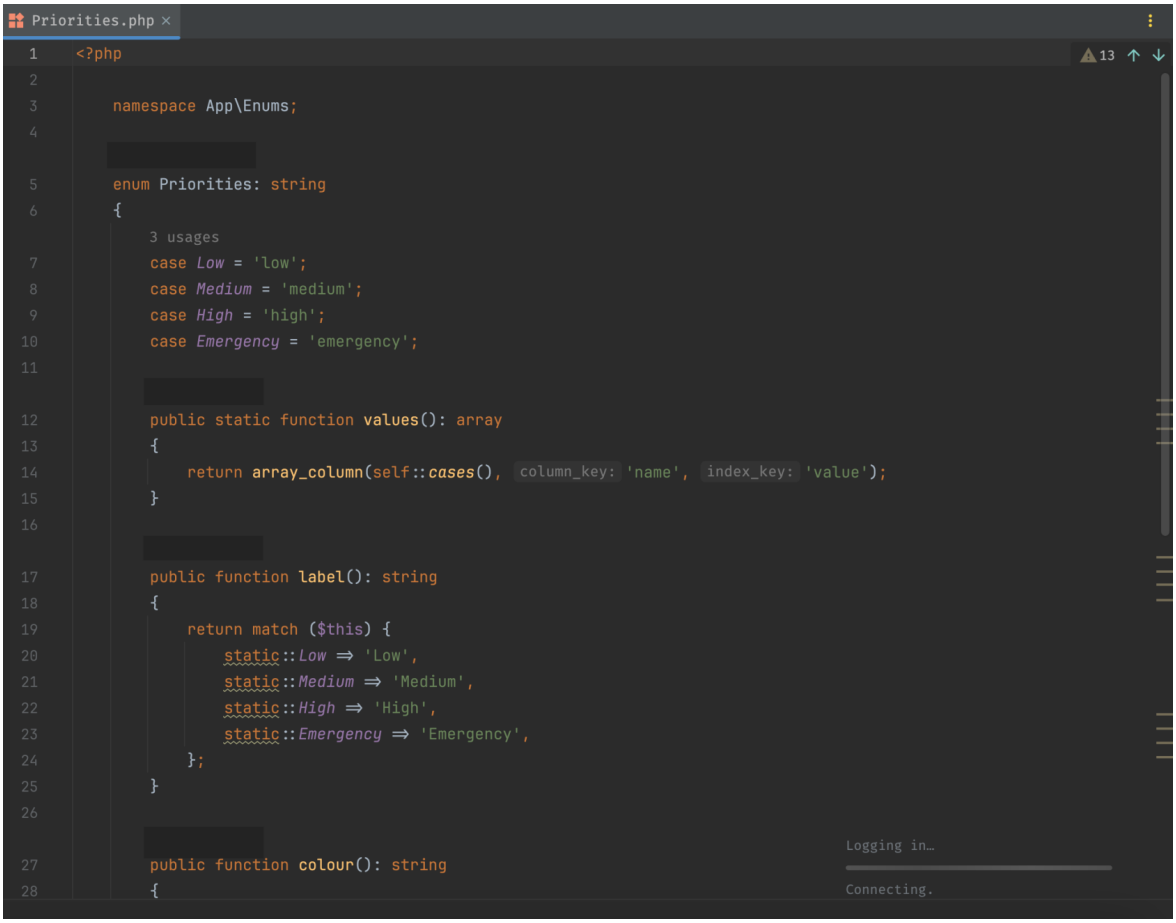
Overview

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:



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

Create a case called "can not trade" eg:

```php
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:

```php
    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:

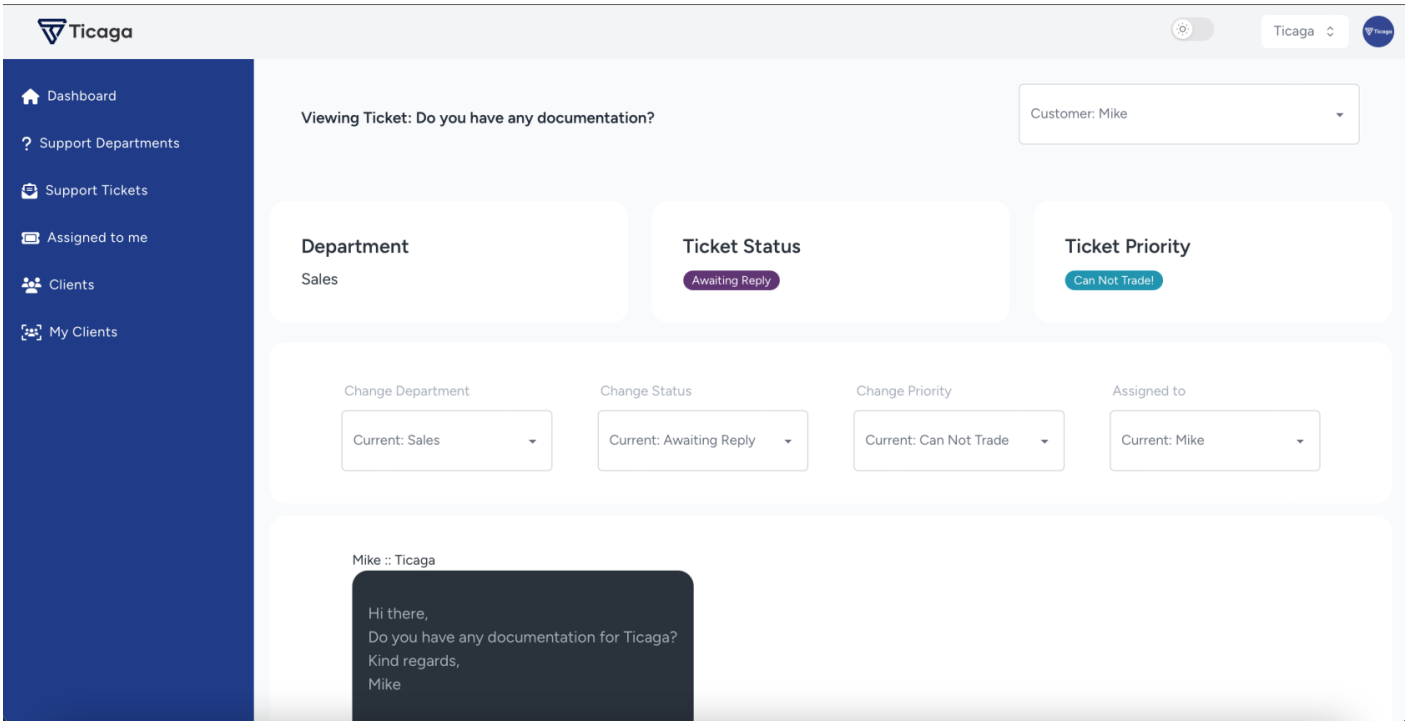
```php
    public function colour(): string
    {
        return match ($this) {
            static::Low => '#00BCD5',
            static::Medium => '#FEC107',
            static::High => '#A41A17',
            static::Emergency => '#FE0707',
            static::CanNotTrade => '#1595B2',
        };
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

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:

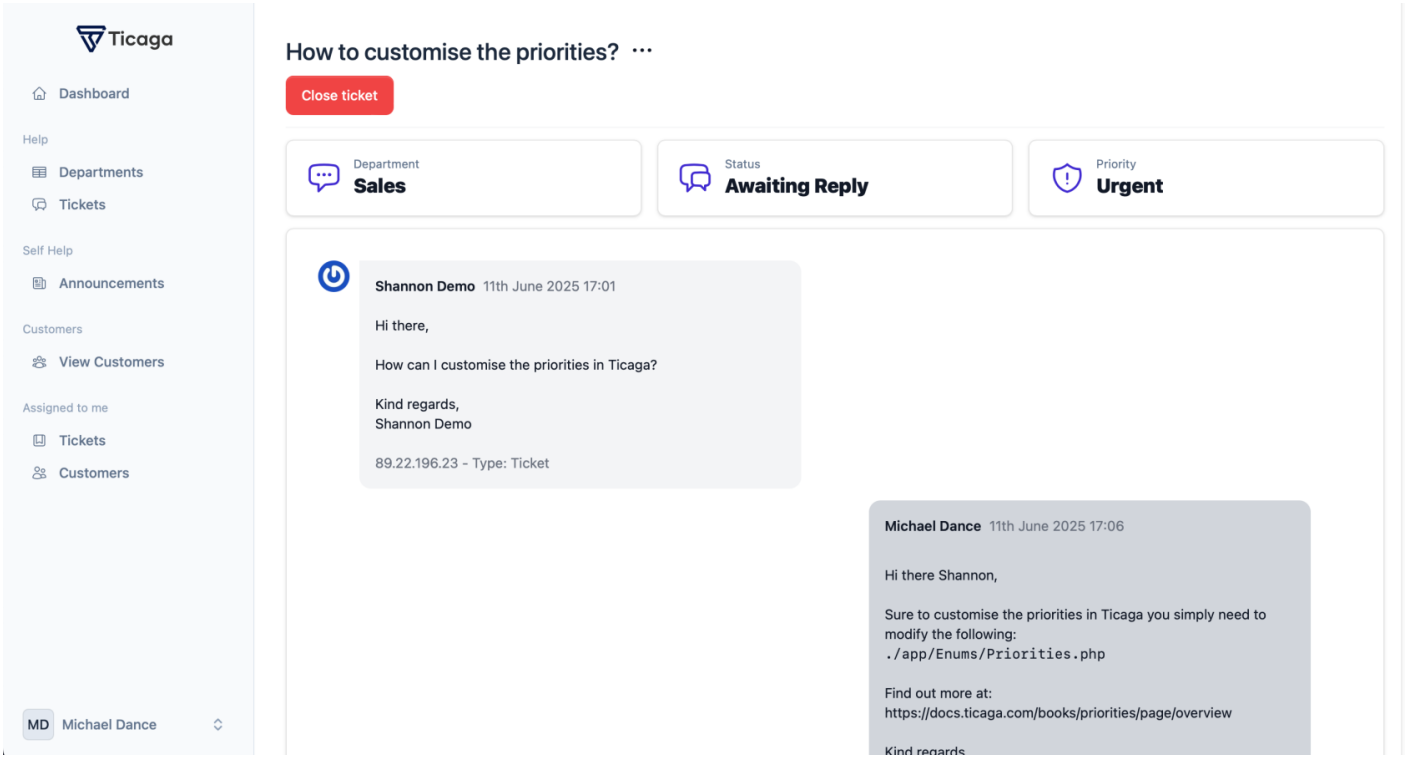
```php
public function priority(): bool
{
    return match ($this) {
        static::Low => false,
        static::Medium => false,
        static::High => true,
        static::Emergency => true,
        static::CanNotTrade => true,
    };
}
```

Now your priority is active on Ticaga:

Ticaga v1.0.0



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



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