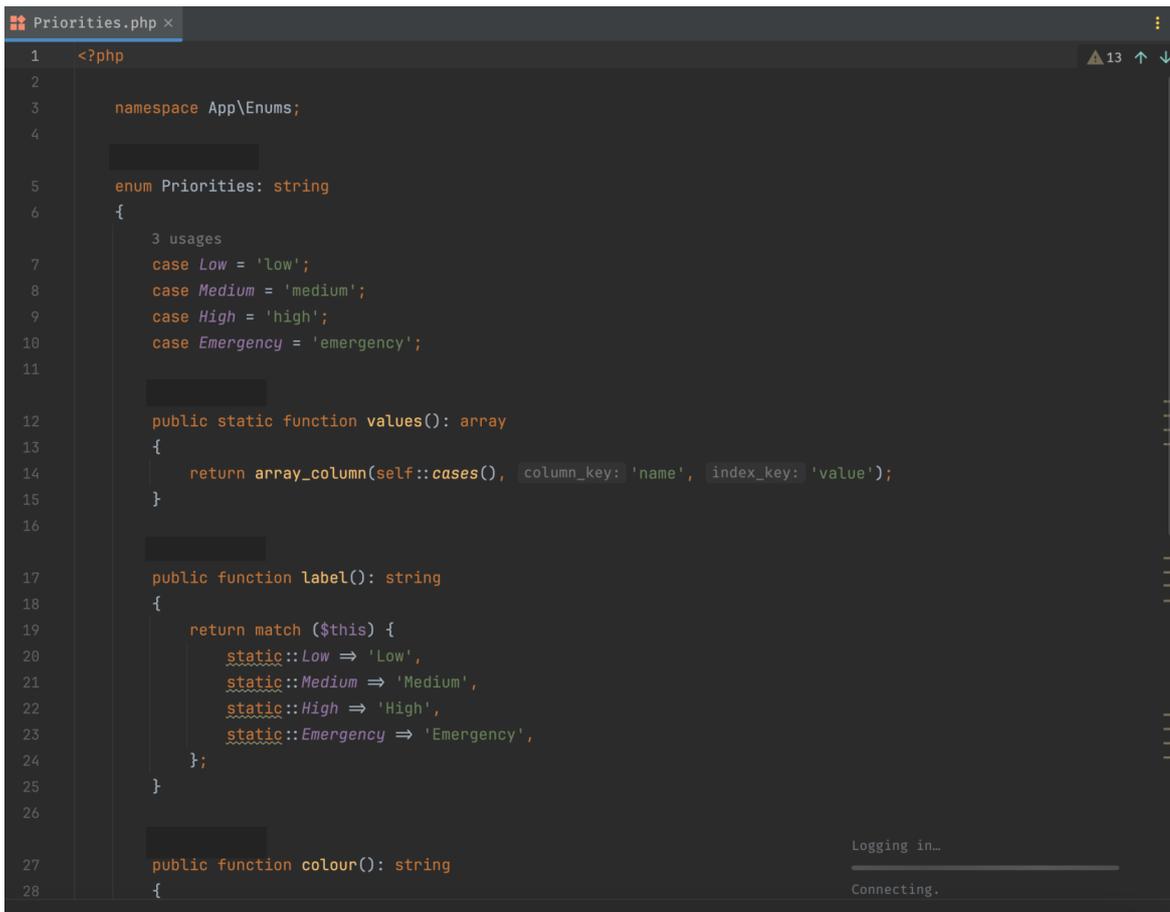


# Overview

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:

The screenshot shows the Ticaga support ticket interface. On the left is a dark blue sidebar with navigation items: Dashboard, Support Departments, Support Tickets, Assigned to me, Clients, and My Clients. The main content area is light gray and displays the following information:

- Header: "Viewing Ticket: Do you have any documentation?" with a customer dropdown menu set to "Mike".
- Three summary cards: "Department" (Sales), "Ticket Status" (Awaiting Reply), and "Ticket Priority" (Can Not Trade!).
- A row of four "Change" buttons: "Change Department" (Current: Sales), "Change Status" (Current: Awaiting Reply), "Change Priority" (Current: Can Not Trade), and "Assigned to" (Current: Mike).
- A message card from "Mike :: Ticaga" containing the text: "Hi there, Do you have any documentation for Ticaga? Kind regards, Mike".

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