

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 x". The code is written in PHP and defines an enum named "Priorities" with the following structure:

```
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    {
```

The editor interface includes a dark theme, a scrollbar on the right, and a status bar at the bottom right showing "Logging in..." and "Connecting.".

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 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 shows a ticket titled "Viewing Ticket: Do you have any documentation?". The customer is identified as "Mike". Three summary cards are visible: "Department" (Sales), "Ticket Status" (Awaiting Reply), and "Ticket Priority" (Can Not Trade). Below these are four control boxes: "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 :: Ticaga" is shown: "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

Revision #4

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