

How to Add Ticket Priorities

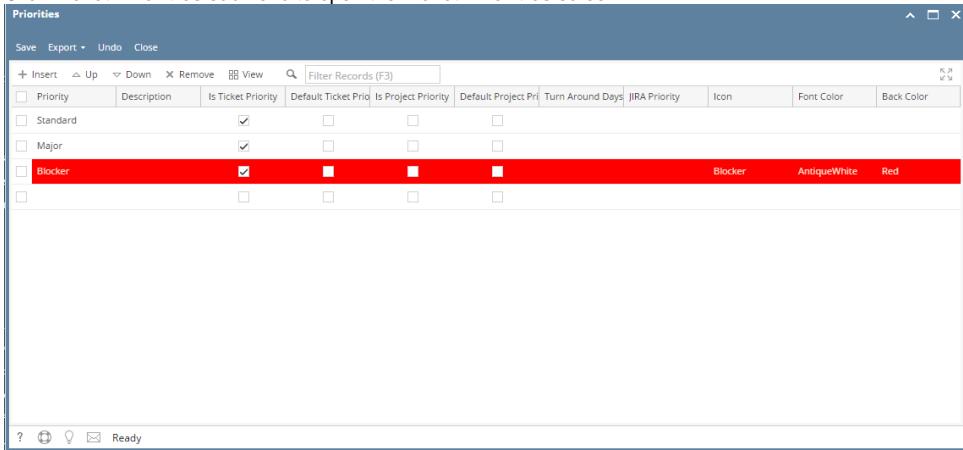
The **Ticket Priorities** screen is used to enter the available Priorities for a ticket. The values from this screen will be used in the Ticket entry screens **Priority** combo box.

Priority examples

- 1. Standard
- 2. Major
- 3. Blocker

To add new **Ticket Priority**:

- 1. On the Menu Panel, click **Help Desk**.
- 2. Click **Ticket Priorities** submenu to open the **Ticket Priorities** screen.



- 3. Go to available row in a grid and enter unique **Priority** name and its **Description**.
- 4. In the **JIRA Priority** drop down list, you can associate **Ticket Priority** if you have integration with [JIRA Issue & Project Tracking Software](#).
- 5. The screens where the priorities can be available can also be managed through the following checkboxes:
 - a. Is Ticket Priority
 - b. Is Default Ticket Priority
 - c. Is Project Priority
 - d. Is Default Project Priority
- 6. You can also select **Icon** from the list for each Priority. Available icons are **Information**, **Warning**, **Critical** and **Blocker**.
- 7. In the **Font Color** and **Background Color** columns, you can also optionally select color for each Ticket Priority.

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The **Ticket Priorities** screen is used to enter the available Priorities for a ticket. The values from this screen will be used in the Ticket entry screens **Priority** combo box.

Priority examples

- 1. Low
- 2. Medium
- 3. High
- 4. Urgent
- 5. Emergency
- 6. Critical

To add new **Ticket Priority**:

- 1. Go to **Help Desk** Menu and expand the **Maintenance** sub-menu.
- 2. Double click the **Ticket Priorities** menu to open the **Ticket Priorities** screen.
- 3. Go to available row in a grid and enter unique **Priority** name and its **Description**.
- 4. In the **JIRA Priority** drop down list, you can associate **Ticket Priority** if you have integration with [JIRA Issue & Project Tracking Software](#).
- 5. You can also select **Icon** from the list for each Priority. Available icons are **Information**, **Warning**, **Critical** and **Blocker**.
- 6. In the **Font Color** and **Background Color** columns, you can also optionally select color for each Ticket Priority.