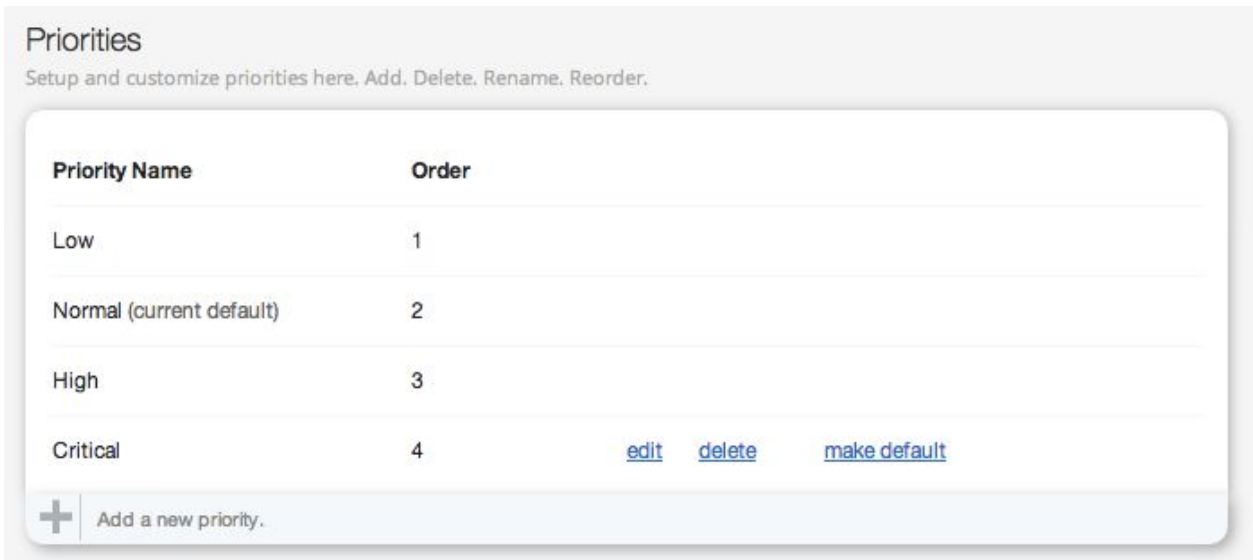


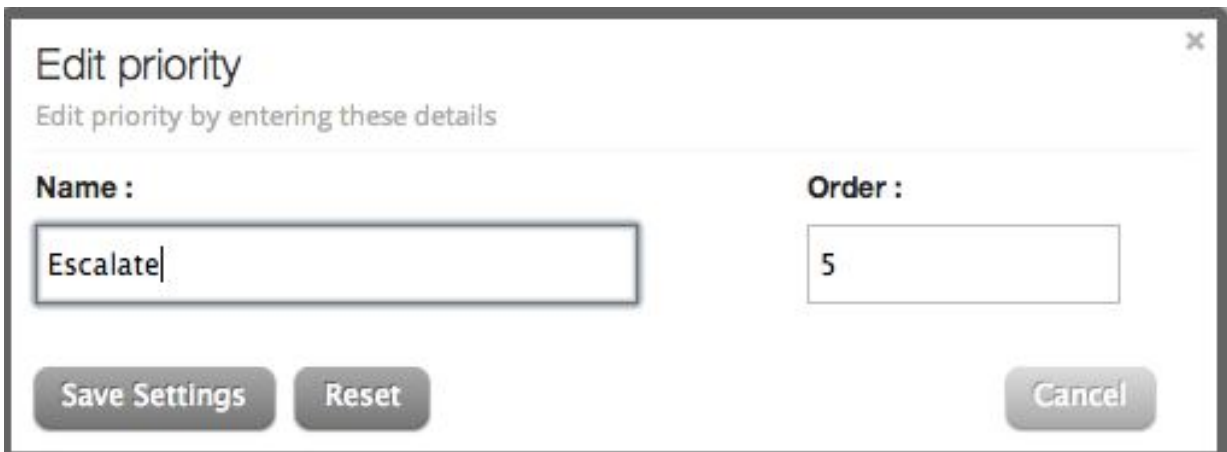
Priorities and Statuses let you customize your customer support workflow.

Priorities help you manage your support requests based on the level of importance. You can create custom priorities in addition to the default ones.

1. Login to your HappyFox account and under the "Manage" tab, click on "General". Scroll down to the Priorities section, where you can find the default priorities that you currently have.
2. To add a new priority, click the "+" button next to Add New Priority.



3. Type the name and the order number that you would like to assign to the priority. Click "Save Settings" to save the new priority.



When you create a new priority, it gets added to the existing list in the respective order.

You can make an existing priority the default one by hovering over the priority and clicking "Default", thus making the newly created tickets automatically set to the default priority.

To edit a priority, hover over the priority and click "Edit". Make the necessary changes and hit the "Save Changes".

To delete a priority, hover over the priority and click "Delete", and confirm the operation by clicking "Confirm Delete". If a priority is deleted, the priority list is automatically reordered.