

# Ticket Queue Font Colors

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The Font Color of a Ticket displayed in the Ticket Queue depends on the Priority of the Ticket.

## **Sedona Setup – Problem Codes**

In the Problem Code Setup table, a default Priority is assigned to that Code. The default Priority auto-fills into the Ticket.

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Priority Codes are hard coded into the software and cannot be added, changed, or deleted.

## **Sedona Schedule Ticket Queue**

When a Ticket is initially created, the User must select a Problem Code.

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Below are the Priority Color Codes.

**Low – Green**

**Medium – Black**

**High – Blue**

**Critical – Red**

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