

Configuring the default ticket priority

See also: [Customizing ticket priorities](#)

Ticket priorities are defined in the configuration file **/properties/domain/domain.xml**. By default, five priority levels from Lowest (1) to Highest (5).

The default ticket priority of a department after its creation is defined by this property (set in **/properties/config.properties**):

```
#defaultTicketPriorityLevel=3
```



The default ticket priority is set for each department and can be changed at any time through the web interface.