

# Connectwise - How to Set Incident Priority

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By default, the Priority field is read-only and must be set by selecting the Impact and Urgency values. To change how priority is calculated, administrators can either alter the priority lookup rules (below) or disable the feature where Priority is managed by Data Lookup - set as read-only UI policy and create their own business logic.

By default, Priority is calculated according to the following data lookup rules.

Impact	Urgency	Priority
1 - High	1 - High	1 - Critical
1 - High	2 - Medium	2 - High
1 - High	3 - Low	2 - Moderate
2 - Medium	1 - High	2 - High
2 - Medium	2 - Medium	3 - Moderate
2 - Medium	3 - Low	4 - Low
3 - Low	1 - High	3 - Moderate
3 - Low	2 - Medium	4 - Low
3 - Low	3 - Low	5 - Planning

\* Within Connectwise, in the Priority [dl\_u\_priority] table, you can modify data lookup rules for task priority.

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