**Lab Assignment 3- Using the Salience Attribute in Drools**

**Problem Statement:**

You are tasked with implementing a rule-based system for a customer service application that prioritizes different types of customer requests. The system should process requests based on their urgency and type, ensuring that the most critical issues are addressed first.

The system will categorize customer requests into three types:

* **Critical**: Issues that need immediate attention (e.g., service outage).
* **High Priority:** Important issues that need to be addressed promptly but are not emergencies (e.g., billing errors).
* **Normal:** Routine customer inquiries or requests (e.g., account updates).

Your task is to implement a Drools-based solution that uses the salience attribute to ensure that the rules are fired in the correct order, prioritizing critical issues over high-priority ones, and high-priority issues over normal ones.

**Requirements:**

* Critical Requests: Must be processed first.
* High Priority Requests: Should be processed after all critical requests.
* Normal Requests: Should be processed last.

You will use the salience attribute to enforce this priority order in rule execution.