Customize HotOperations Board Displays Last Modified on 01/06/2020 1:08 pm EST

V9.2

Overview

You can set up the following application variables to show or hide properties in the Operations Manager or Team Leader boards.

These application variables are true by default.

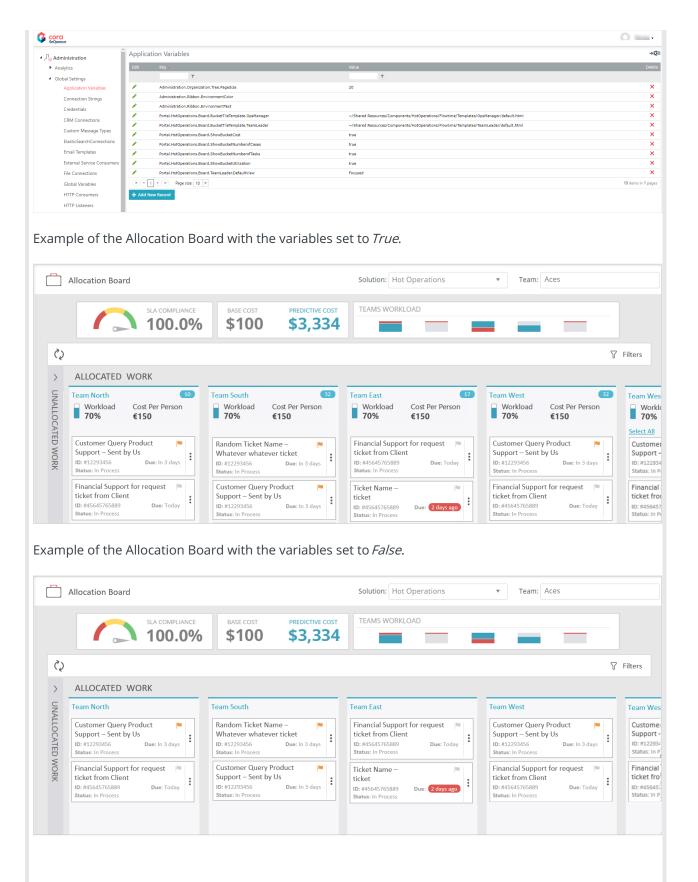
Board	Key	Description	Values
Allocation Board (Operations Manager)	Portal.HotOperations.Board.ShowBucketCost	Show/hides the Cost Per Person field.	True False
	Portal.HotOperations.Board.ShowBucketUtili zation	Shows/hides the Workload indicator. When set to true, shows a percentage that indicates if the team is overloaded or if it has capacity to handle more cases.	True False
	Portal.HotOperations.Board.ShowBucketNumberofCases	Shows/hides the number of cases per allocation work bucket.	True False
Assignment Board (Team Leader)	Portal.HotOperations.Board.ShowBucketNumbe rofTasks	Shows/hides the number of tasks per team bucket.	True False

Set up the application variables

- 1. In the Administration site, go to **Administration>Global Settings>Application Variables**, and then click Add New Record.
- 2. Add the application variable's key and set its value.

Note

You must use the provided keys to set up the application variables.



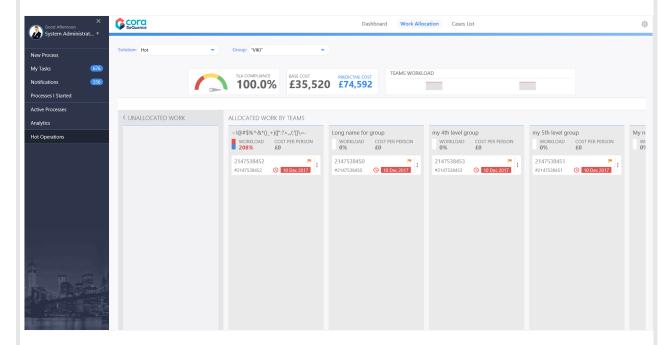
V8.6 and earlier

Overview

There are several Hot Operations board properties that you can show or hide in the Hot Operations Work Allocation board for Operation Managers. You configure the Hot Operations display customizations by

defining application variables in the Administration site.

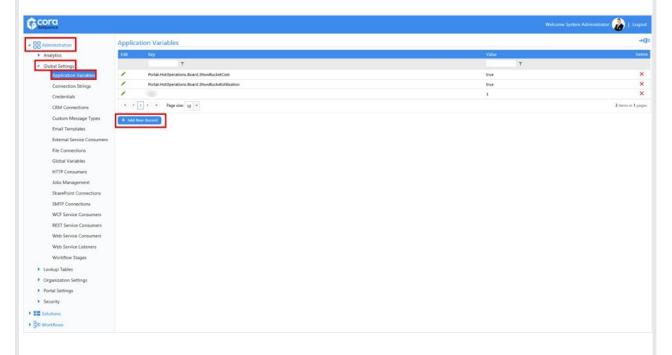
- Workload
- Cost Per Person



NOTE: This feature is not supported in SharePoint.

Create the Application Variables

In the Administration site navigate to **Administration** > **Global Settings** > **Application Variables** > **Add New Record**.



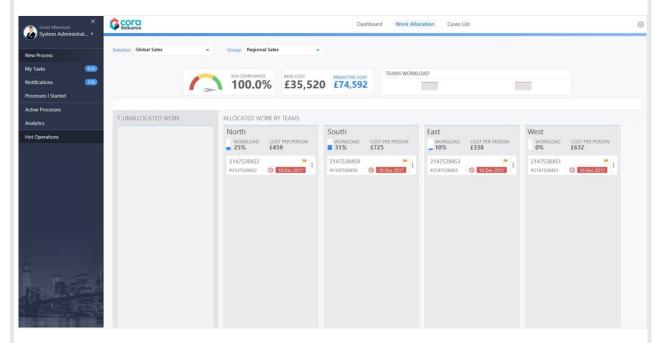
Define the Application Variables

- You must use these keys for each HotOperations property.
- The Values field is not case sensitive.

- You can display both properties, only one, or none.
- The default value for these keys is **True**.

Runtime Display Name	Key	Values
Cost Per Person		 To display this property, value = True To hide this property, value = False
Workload		 To display this property, value = True To hide this property, value = False

Workload and Cost Per Person = True



Workload and Cost Per Person = False

