

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) | <code>Portal.HotOperations.Board.ShowBucketCost</code> | Show/hides the Cost Per Person field. | True False |
| | <code>Portal.HotOperations.Board.ShowBucketUtilization</code> | 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 |
| | <code>Portal.HotOperations.Board.ShowBucketNumberOfCases</code> | Shows/hides the number of cases per allocation work bucket. | True False |
| Assignment Board (Team Leader) | <code>Portal.HotOperations.Board.ShowBucketNumberOfTasks</code> | 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.

Application Variables

| Key | Value | Delete |
|---|--|--------|
| Administration.Organization.Tree.PageSize | 20 | X |
| Administration.Ribbon.EnvironmentColor | | X |
| Administration.Ribbon.EnvironmentText | | X |
| Portal.HotOperations.Board.BucketTitleTemplate.OpsManager | ~/Shared Resources/Components/HotOperations/Flowtime/Templates/OpsManager/default.html | X |
| Portal.HotOperations.Board.BucketTitleTemplate.TeamLeader | ~/Shared Resources/Components/HotOperations/Flowtime/Templates/TeamLeader/default.html | X |
| Portal.HotOperations.Board.ShowBucketCost | true | X |
| Portal.HotOperations.Board.ShowBucketNumberofCases | true | X |
| Portal.HotOperations.Board.ShowBucketNumberofTasks | true | X |
| Portal.HotOperations.Board.ShowBucketUtilization | true | X |
| Portal.HotOperations.Board.TeamLeader.DefaultView | Focused | X |

Page size: 10 | 10 items in 1 pages

Example of the Allocation Board with the variables set to *True*.

Allocation Board | Solution: Hot Operations | Team: Aces

SLA COMPLIANCE: 100.0% | BASE COST: €100 | PREDICTIVE COST: €3,334

TEAMS WORKLOAD: [Progress bars for North, South, East, West]

ALLOCATED WORK

- Team North** (10 tickets): Workload 70%, Cost Per Person €150. Tickets: Customer Query Product Support – Sent by Us, Financial Support for request ticket from Client.
- Team South** (32 tickets): Workload 70%, Cost Per Person €150. Tickets: Random Ticket Name – Whatever whatever ticket, Customer Query Product Support – Sent by Us.
- Team East** (17 tickets): Workload 70%, Cost Per Person €150. Tickets: Financial Support for request ticket from Client, Ticket Name – ticket.
- Team West** (32 tickets): Workload 70%, Cost Per Person €150. Tickets: Customer Query Product Support – Sent by Us, Financial Support for request ticket from Client.

Example of the Allocation Board with the variables set to *False*.

Allocation Board | Solution: Hot Operations | Team: Aces

SLA COMPLIANCE: 100.0% | BASE COST: €100 | PREDICTIVE COST: €3,334

TEAMS WORKLOAD: [Progress bars for North, South, East, West]

ALLOCATED WORK

- Team North** (10 tickets): Workload 70%, Cost Per Person €150. Tickets: Customer Query Product Support – Sent by Us, Financial Support for request ticket from Client.
- Team South** (32 tickets): Workload 70%, Cost Per Person €150. Tickets: Random Ticket Name – Whatever whatever ticket, Customer Query Product Support – Sent by Us.
- Team East** (17 tickets): Workload 70%, Cost Per Person €150. Tickets: Financial Support for request ticket from Client, Ticket Name – ticket.
- Team West** (32 tickets): Workload 70%, Cost Per Person €150. Tickets: Customer Query Product Support – Sent by Us, Financial Support for request ticket from Client.

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

Good Afternoon
System Administrat...

Dashboard Work Allocation Cases List

Solution: Hot Group: "VIKI"

SLA COMPLIANCE 100.0% BASE COST £35,520 PREDICTIVE COST £74,592

TEAMS WORKLOAD

UNALLOCATED WORK

ALLOCATED WORK BY TEAMS

Long name for group my 4th level group my 5th level group My n

WORKLOAD COST PER PERSON WORKLOAD COST PER PERSON WORKLOAD COST PER PERSON WORKLOAD COST PER PERSON

2147538452 2147538450 2147538453 2147538451

#2147538452 #2147538450 #2147538453 #2147538451

10 Dec 2017 10 Dec 2017 10 Dec 2017 10 Dec 2017

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**.

Administration Analytics Global Settings Application Variables Connection Strings Credentials CRM Connections Custom Message Types Email Templates External Service Consumers File Connections Global Variables HTTP Consumers Jobs Management SharePoint Connections SMTP Connections WCF Service Consumers REST Service Consumers Web Service Consumers Web Service Listeners Workflow Stages Lookup Tables Organization Settings Portal Settings Security Solutions Workflows

Welcome System Administrator Logout

Application Variables

| Edit | Key | Value | Delete |
|------|--|-------|--------|
| | Portal.HotOperations.Board.ShowBucketCost | true | |
| | Portal.HotOperations.Board.ShowBucketUtilization | true | |
| | | 1 | |

Page size: 10 3 items in 1 pages

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 | | <ul style="list-style-type: none"> • To display this property, value = True • To hide this property, value = False |
| Workload | | <ul style="list-style-type: none"> • To display this property, value = True • To hide this property, value = False |

Workload and Cost Per Person = True

The screenshot displays the CORA SeQuence dashboard for 'Global Sales' under the 'Regional Sales' group. Key metrics include 100.0% SLA Compliance, a base cost of £35,520, and a predictive cost of £74,592. The 'TEAMS WORKLOAD' section shows a progress bar. Below, the 'ALLOCATED WORK BY TEAMS' section is divided into four columns: UNALLOCATED WORK, North, South, East, and West. Each team column shows workload percentages and cost per person values for specific cases.

| Team | Workload | Cost Per Person |
|------------------|----------|-----------------|
| UNALLOCATED WORK | - | - |
| North | 25% | £459 |
| South | 31% | £725 |
| East | 10% | £338 |
| West | 0% | £632 |

Workload and Cost Per Person = False

Good Afternoon
System Administrat...

- New Process
- My Tasks 616
- Notifications 336
- Processes | Started
- Active Processes
- Analytics
- Hot Operations



Solution: Global Sales Group: Regional Sales



SLA COMPLIANCE
100.0%

BASE COST
£35,520

PREDICTIVE COST
£74,592

TEAMS WORKLOAD



< UNALLOCATED WORK

ALLOCATED WORK BY TEAMS

North

2147538452
#2147538452 10 Dec 2017

South

2147538450
#2147538450 10 Dec 2017

East

2147538453
#2147538453 10 Dec 2017

West

2147538451
#2147538451 10 Dec 2017