

Customize HotOperations

Last Modified on 03/05/2019 8:59 am EST

This article explains how to customize HotOperations tiles and default page.

Customize HotOperations tiles

You can customize the data and style that displays to HotOperations users by modifying `default.html` file. The `default.html` file is located in `~\Shared`

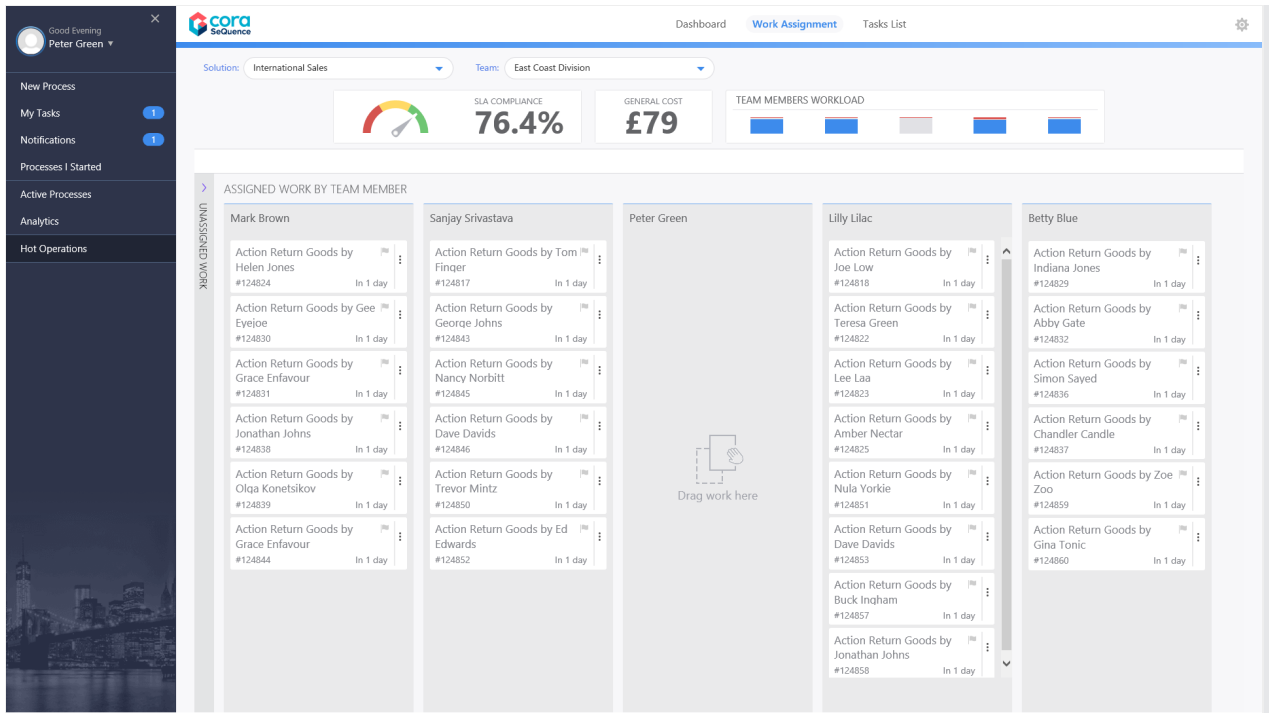
`Resources\Components\HotOperations\Flowtime\templates`. Managers and team leaders use the board to execute allocation and assignment decisions. In some cases, the necessary information is stored in one of the process variables that dynamically changes as the process progresses, for example Case Urgency or Case Cost. To propagate this information to managers and leaders, you need to change the data display in the tile.

Operations Manager tiles

The screenshot displays the HotOperations dashboard interface. At the top, there is a navigation bar with 'Dashboard', 'Work Allocation', and 'Cases List'. Below this, a summary section shows 'SLA COMPLIANCE' at 65.7%, 'BASE COST' at £380, and 'PREDICTIVE COST' at £426. A 'TEAMS WORKLOAD' bar chart is also visible. The main area is divided into 'UNALLOCATED WORK' and 'ALLOCATED WORK BY TEAMS'. The 'ALLOCATED WORK BY TEAMS' section is further divided into four columns representing different regions: East, North, South, and West. Each column shows a 'WORKLOAD' percentage and 'COST PER PERSON' value. Below these are lists of customer queries with their respective IDs and status indicators (e.g., '1 days ago', 'Today', 'In 1 day').

Region	Workload	Cost per Person
East	74%	£45
North	100%	£55
South	113%	£50
West	85%	£40

Team Leader tiles



Assign the custom default.html file to HotOperations board display

1. Duplicate the tile configuration `default.html` file and modify as necessary.
2. Add the modified `default.html` file to the relevant Application Variable.

Role	Key	Value
Ops Manager	Portal.HotOperations.Board.BucketTileTemplate.OpsManager	~\Shared Resources\Components\HotOperations\Flowtime\templates\OpsManager\modifieddefault.html
Team Leader	Portal.HotOperations.Board.BucketTileTemplate.TeamLeader	~\Shared Resources\Components\HotOperations\Flowtime\templates\TeamLeader\modifieddefault.html

- 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
 - In-Process Service Consume
 - Jobs Management
 - Message Templates
 - SharePoint Connections
 - SMTP Connections
 - WCF Service Consumers
 - REST Service Consumers
 - Web Service Consumers
 - Web Service Listeners
 - Workflow Stages
 - Lookup Tables

Application Variables

Edit	Key	Value	Delete
	Portal.HotOperations.Board.BucketTileTemplate.OpsManager	~/Shared_Resources/Components/HotOperations/Flowtime/Templates/OpsManager/default.html	
	Portal.HotOperations.Board.BucketTileTemplate.TeamLeader	~/Shared_Resources/Components/HotOperations/Flowtime/Templates/TeamLeader/default.html	
	Portal.HotOperations.Board.ShowBucketCost	true	
	Portal.HotOperations.Board.ShowBucketUtilization	true	
	Test Edit	Edited	

Customize HotOperations default page

You can overwrite the HotOperations default page using an application variable.

Key	Description
<i>Portal.HotOperations.TeamLeader.DefaultPage</i>	Team Leader default page
<i>Portal.HotOperations.OpsManager.DefaultPage</i>	Operations Manager default page

Note:
The default page applies only to users with one role. When a user has two roles, the default page is set based on the roleselector.aspx page.

Examples

Changing the predefined default page:

Key	Value
Portal.HotOperations.OpsManager.DefaultPage	~/HotOperations/OpsManager/CasesList.aspx

Making a custom page your default page:

Key	Value
<i>Portal.HotOperations.TeamLeader.DefaultPage</i>	<i>~/Shared_Resources/FlowtimePages/TaskList.aspx</i>

