Customize HotOperations

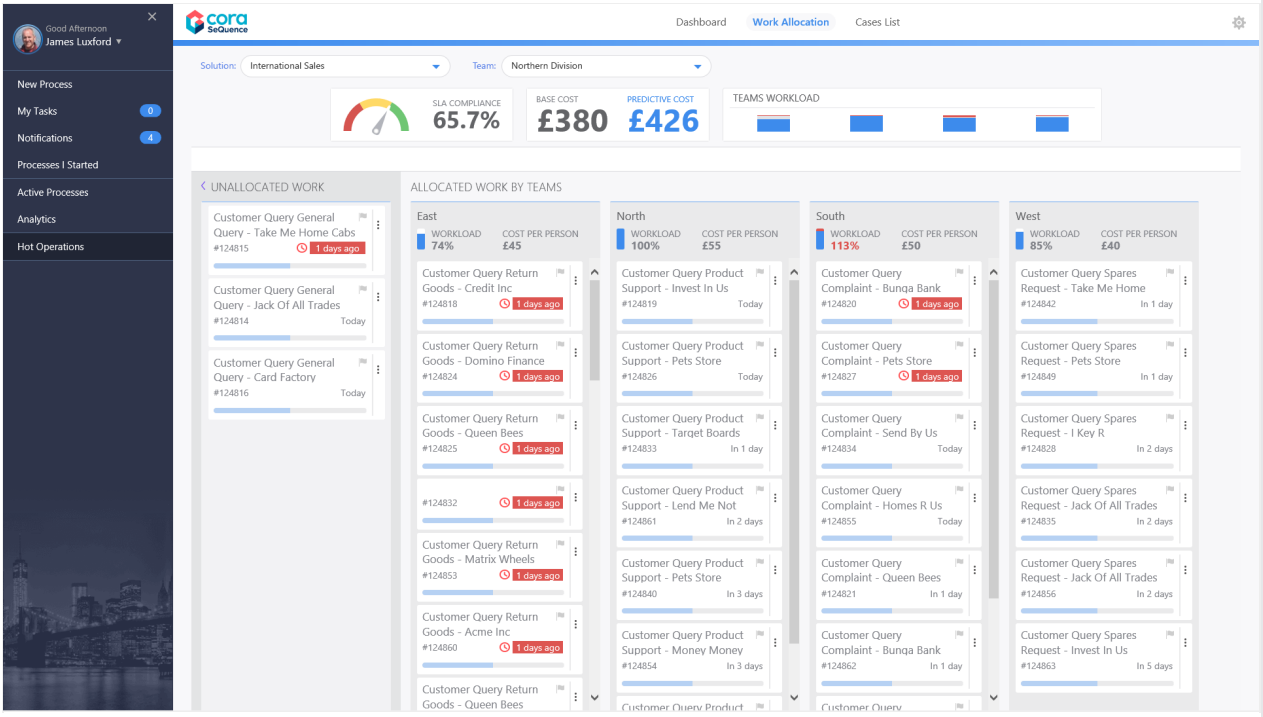
Last Modified on 03/05/2019 8:59 am EST

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

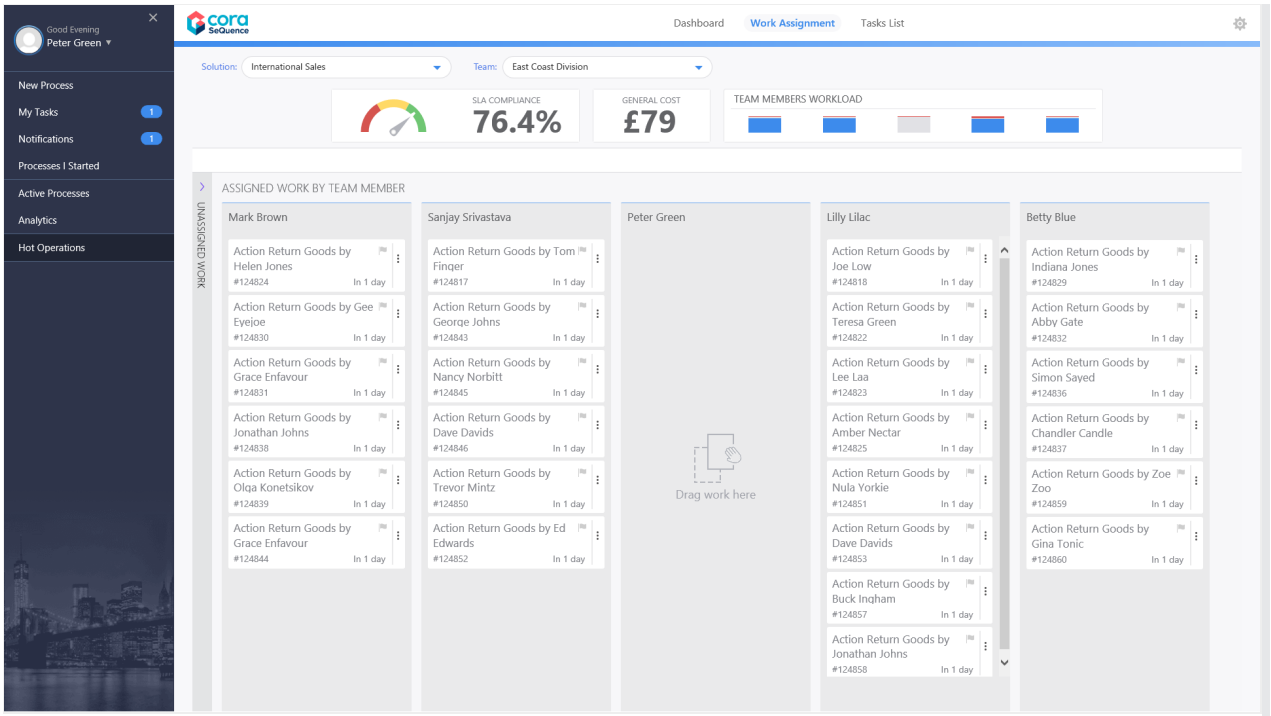
Customize HotOperations tiles

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



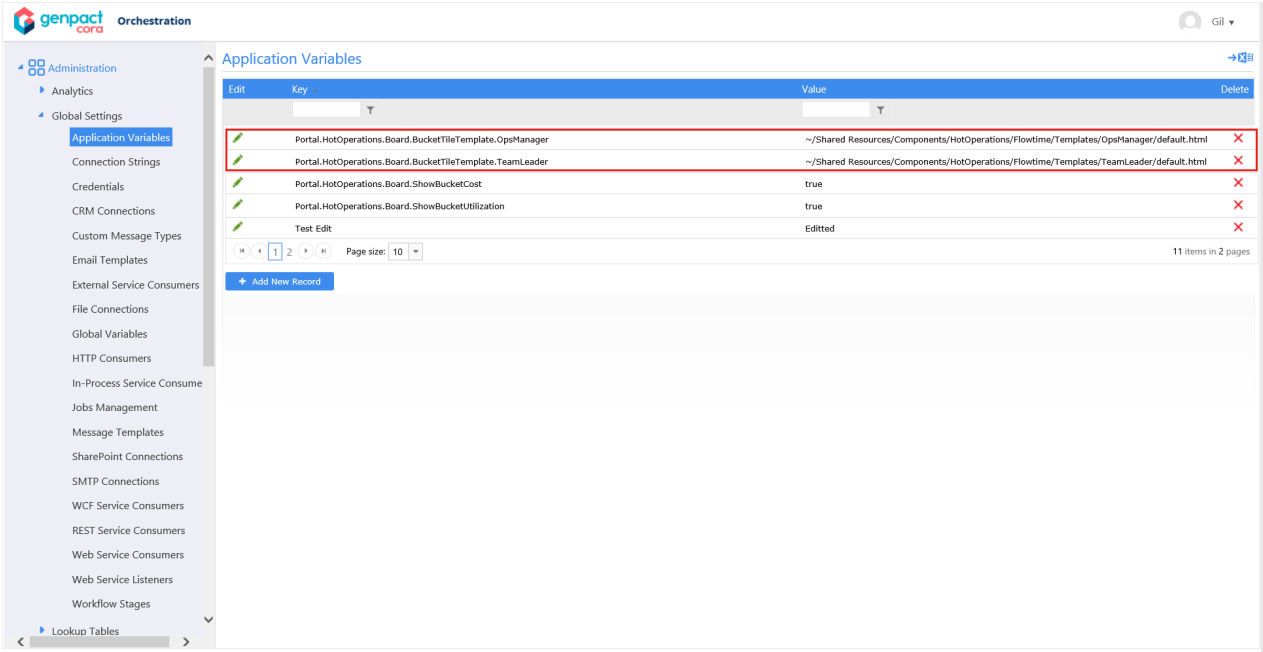
Team Leader tiles



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



Customize HotOperations default page

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

Key	Description
Portal.HotOperations.TeamLeader.DefaultPage	Team Leader default page
Portal.HotOperations.OpsManager.DefaultPage	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
Portal.HotOperations.TeamLeader.DefaultPage	*~/Shared Resources/FlowtimePages/TaskList.aspx*