Enable HotOperations roles to set case importance

Last Modified on 04/21/2019 10:15 am EDT

Overview

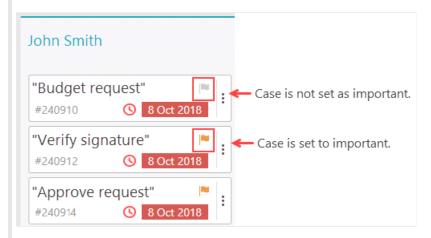
By default, only the Operations Manager can set case importance. Starting with Cora SeQuence V8.7, you can set up application variables to also allow Team Leaders and Team Members to change case importance.

Application variable keys

To enable a role to set importance, in the Administration Console, go to **Administration>Global Settings>Application Variables**, and edit the following variables:

Key	Description
Portal.HotOperations.TeamLeader.EnableSetImport ance	Enables Team Leaders to change the importance of tasks. Default value is <i>false</i> .
Portal.HotOperations.TeamMember.EnableSetImport ance	Enables Team Members to change the importance of tasks. Default value is <i>false</i> .

HotOperations user interface



- To set case as important, click the gray flag.
- To remove importance, click the orange flag.