

# Enable HotOperations roles to set case importance

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## 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
<code>Portal.HotOperations.TeamLeader.EnableSetImportance</code>	Enables Team Leaders to change the importance of tasks. Default value is <i>false</i> .
<code>Portal.HotOperations.TeamMember.EnableSetImportance</code>	Enables Team Members to change the importance of tasks. Default value is <i>false</i> .

## HotOperations user interface

John Smith

- "Budget request" #240910 8 Oct 2018 (Gray flag icon) ← Case is not set as important.
- "Verify signature" #240912 8 Oct 2018 (Orange flag icon) ← Case is set to important.
- "Approve request" #240914 8 Oct 2018 (Gray flag icon)

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