

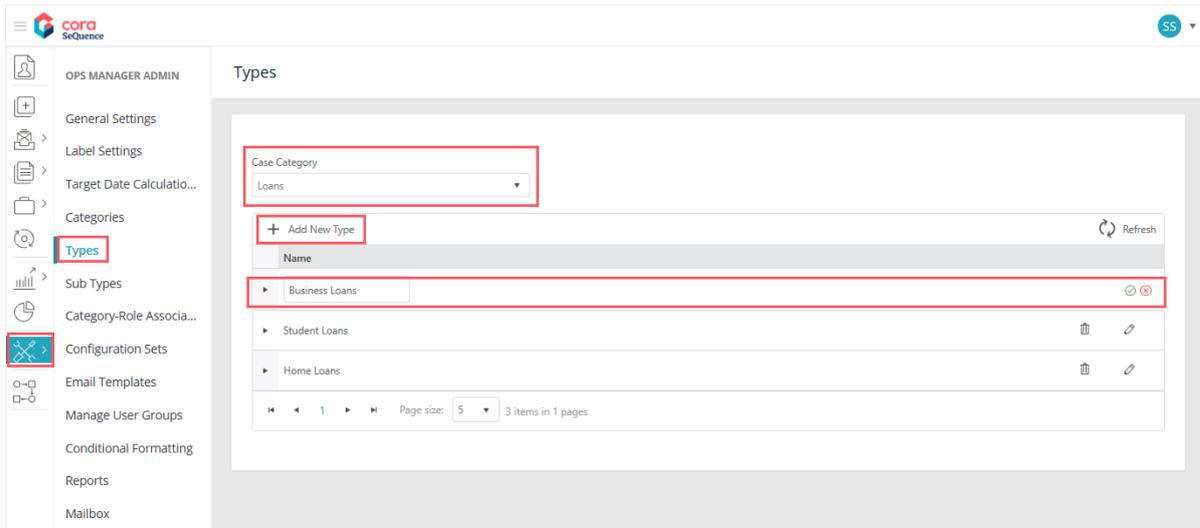
Add New Case Type

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In Cora OpsManager, a case category is further categorized into different Case Types. For example, for Insurance as a Category, Home Insurance and Health Insurance could be two Types.

To add a new Case Type:

1. Go to **Flowtime > Ops Manager > Ops Manager Admin > Types**.
2. Select the Case Category from the drop-down list.
3. Click **Add New Type**, and add the type name in the blank box that appears on the top of the list.



4. Click insert  .
5. The newly created type appears in the list.

Multi-language support

To add translation of a Type in Spanish or Portuguese,

1. On the Types window, choose a Category from the drop-down list.
2. From the list, expand the Type for which you want to add translation.
3. Click **Add New Translation Type**.
4. Add the translated type name, and select the language from drop-down list.
5. Click insert  .

NOTE

Cora OpsManager currently supports only Spanish and Portuguese.