

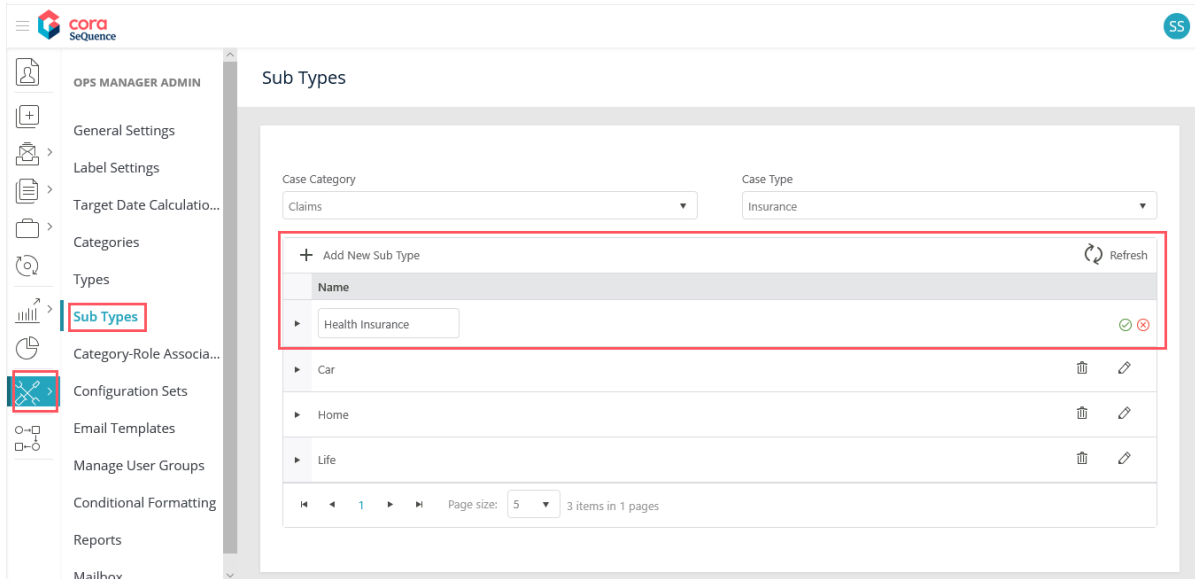
Add New Case Sub Type


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In Cora OpsManager, a Case Type is further classified into different Case Sub Types. For example, for Insurance as a Category, and Home Insurance as a Type, Renovation could be a Sub Type.

To add a new case Sub Type:


1. Go to **Flowtime > Administration > Types**.
2. Select the **Case Category** and **Case Type** from the respective lists.
3. Click **Add New Sub Type**, and add the sub type name in the blank box that appears on the top of the list.



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

Multi-language support

To add a translation of sub type in Spanish or Portuguese,

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