

Add Groups to Cora OpsManager

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In Cora OpsManager, users are classed together in different groups based on the type of requests they handle. For example, for an Cora OpsManager client, Insurance and Loans could be two groups where users with different roles are aligned. Users from Insurance group will be responsible for all insurance request types.

To add groups to Cora OpsManager, on Administration console click **Edit Organization** under the Manage Organization tile. The Organization Management page appears in a separate window.

1. Expand the **Entire Organization** in the left panel.

The screenshot shows the 'Add New Group' dialog in Cora OpsManager. On the left, a navigation pane shows a tree structure under 'Entire Organization' with sub-items 'Helpdesk', 'Ops Center', and 'Test Group 1'. The main area is titled 'Add New Group' and contains a search bar and a form. The form has the following fields: 'Name' (text input with 'Insurance_grp1'), 'Mailbox' (text input), 'Calendar' (dropdown menu with 'General' selected), and 'Cost per Person' (text input). At the bottom, there are two buttons: 'Save' and 'Close'. The 'Save' button is highlighted with a red box.

Right click **Ops Center**, and click **Add Group**.

2.

3. Type the name of group, and click **Save**. Other fields are *Not* mandatory.