

Modify PlatformConfig Lookup

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The PlatformConfig lookup table on the Admin console allows you to make general settings to the Cora OpsManager. You may alter some of the parameters in this lookup to enable or disable some Cora OpsManager features.

Note:

You must **Not** add any new record to the PlatformConfig lookup, and must only edit the existing row as per need.

To access PlatformConfig lookup, go to **Administration > Lookup Tables > ICM Data Model > PlatformConfig**.

Below table explains the fields from Platform Config lookup, and the fields that you may alter:

Field name	Description
HaveIndexingStatus	It is recommended to <i>Not</i> edit this parameter.
CaseHierarchyDepth	It is recommended to <i>Not</i> edit this parameter.
DefaultPriority	It is recommended to <i>Not</i> edit this parameter.
DefaultSLA	Set a default SLA for cases in Cora OpsManager. It is recommended to <i>Not</i> edit this parameter.
UsesSMTPPriority	It is recommended to <i>Not</i> edit this parameter.
DefaultTaskEffort	It is recommended to <i>Not</i> edit this parameter.
DefaultEmailFromAddress	Set the default case communication address. This address must have email listener and a mailbox routing config record.
RecipientListCacheSize	It is recommended to <i>Not</i> edit this parameter.
BaseOrganizationName	OpsManager
Active	It is recommended to select this check box.
BaseOrgId	It is recommended to <i>Not</i> edit this parameter.
AuditCalculatorWorkflowId	Set the workflow to be used for QA sample method. For details, see the Define QC Stage Settings article.
AuditSampleLevel	It is recommended to <i>Not</i> edit this parameter.
AuditIsBlocking	Select to set whether the audit phase will block the case or not or not. pending closure email will be sent regardless of the QC results. This check box can also be managed OOTB through the OpsManager Howtime.
FailedQAReturnsToOriginator	Select to return the case to the operator, if the QC is blocking, and the result is Fail. This check box can also be managed OOTB through the General Settings tab on Ops Manager Admin on Cora
CustomDataCopy	Select to copy client properties data from the manual case creation table to the case table.
CustomDataCopyWorkflowId	Set the workflow used to copy custom data from the manual case creation table to the case table.
TAT Calculation Cut Off	Set the cut-off time for receiving a case. If a case is received after this time, the target date calculation starts from the next working day. NOTE: From release 2.1, this parameter is not relevant, and is set on the Howtime.

Field name	Description
Auto Assign Indexing	Select to enable use of auto assign workflow for indexing task. This check box can also be managed OOTB through the General Settings tab on Ops Manager Admin on Cora OpsManager Flowtime.
Auto Assign Indexing Workspace ID	Set the workflow that will be used for calculation of the assignment to individual.
Auto Assign Processing	Select to enable use of auto assign workflow for the main case.
Auto Assign Processing Workspace ID	Set the workflow that will be used for calculation of the assignment to individual.
If Indexing Auto Assign Fails move to Unassigned	Select to enable movement of case to unassigned queue, when the auto assign of <i>Indexing case</i> could not find matching users.
If Processing Auto Assign Fails move to Unassigned	Select to enable movement of case to unassigned queue, when the auto assign of <i>Main case</i> could not find matching users.
Display Country	Select to enable display of the country name across cases. On selecting this check box, the country field becomes a mandatory field. This check box can also be managed OOTB through the General Settings tab on Ops Manager Admin on Cora OpsManager Flowtime.
PushNextEnabled	Select to enable Push Next feature. This check box can also be managed OOTB through the General Settings tab on Ops Manager Admin on Cora OpsManager Flowtime.
PushNextType	It is recommended to <i>Not</i> edit this parameter.
PushNextWorkflowSpaceId	Set the workflow that will be used to calculate the case that should be pushed to the user.
Display Team	Select to enable selection of Team. You want to display team to users when your allocation plan is based on the selection of team.
Number of Days at Pending Closure	Set the number of days a case can stay in Pending Closure status, before it is automatically closed. This field can also be managed OOTB through the General Settings tab on Ops Manager Admin on Cora OpsManager Flowtime.
QA Edit View Path	Specify the view path of the QC fields that will be displayed in QC Parameters tab, when the case is in "With QA" status. For OOTB QC view, set the path to ../../../../ICM QC Views/{active}/QCView/DefaultView.ascx
QA Read Only View Path	Specify the view path of the QC fields that will be displayed in QC Parameters tab, after QC review. For OOTB QC view, set the path to ../../../../ICM QC Views/{active}/QCView/QCViewRO.ascx
DisplayPCL	It is recommended to <i>Not</i> edit this parameter.
IgnoreGeneralSettingsForAutoAssignment	Specify whether the Case Assignment Method section will be displayed on the General Settings tab under Ops Manager Admin on Cora OpsManager Flowtime. If the check box is selected the above mentioned section will not be displayed and so, the power user will not be able to make case assignment settings on Flowtime. Select this check box only if you want to change the OOTB auto assign or push next logic settings.