Add or Modify Priorities

Last Modified on 05/30/2019 9:33 am EDT

Note:
In Cora OpsManager version2.0, these settings are done on Flowtime under Ops Manager Admin > General Settings.

Setting priority for a case defines the case urgency, based on which cases are picked by the operator for processing. The available out of the box priorities in Cora OpsManager are High, Medium, Low, and Standard. However, you may add and use different priorities as per need.

To add new priorities to the priorities lookup:

1. Go to **Administration** > **Lookup tables** > **ICM Data Model** > **Case Priorities**.
2. Add or edit record per each priority.

Turn on Important flag based on case priority

If you want to turn on the flag in the grid for some particular priority:

1. Go to **Administration** > **Lookup tables** > **ICM Data Model** > **Case Priorities**.
2. Edit the record for the priority you wish to highlight.
3. Select the **Highlight** check box.
4. Click **Update**.

OOTB priority settings

Cora OpsManager also allows you to add or edit OOTB priorities and their translations on Cora OpsManager Flowtime. For details, see the Modify General Settings in Cora OpsManager article.