

Define Keywords to Set Case Priority based on Subject Line

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In Cora OpsManager, you may choose the email listener to set the case priority, it is done based on the words appearing in email subject line.

NOTE:

This is applicable only in case of the OOTB priority calculation based on the incoming email.

Follow the steps below to define the keywords which when appear in the email subject line will set the case priority:

1. On the Flowtime, go to **Ops Manager Admin > General Settings**.
2. Under the Priority Based On Subject Line section, click **Add new subject word**.

Priority Based On Subject Line

Add, Edit or Delete subject line keywords, based on which priority will be set for cases created via email only.

+ Add new subject word Refresh

Sort Order ▲	Word	Priority	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
1.00	very urgent	Extremely Urgent ▼	<input checked="" type="checkbox"/> <input type="checkbox"/>
1	urgent	Extremely Urgent	<input type="checkbox"/> <input type="checkbox"/>
2	important	High	<input type="checkbox"/> <input type="checkbox"/>
3	something	low	<input type="checkbox"/> <input type="checkbox"/>
4	CAPITAL	low	<input type="checkbox"/> <input type="checkbox"/>
5	warning	High	<input type="checkbox"/> <input type="checkbox"/>

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3. Add the following details:

- Sort order: the order of the word (which word is stronger).
- Word: the word that appears in the e-mail subject, and decides the priority.
- Priority: the priority of the case, which will be set if the above word exists in the subject.

4. Click to save the subject word.

NOTE:

The case priority set based on subject is considered superior to the priority given by the config set, and it won't be changed after the user selects sub type. In such case, the priority could be changed only manually.