Change Priority Calculation Logic based on the Incoming Emails

In Cora OpsManager, by default the priority calculation logic is set to calculate the priority based on keywords appearing in the subject line of the email received for a case.

As per requirement, this logic can be changed but only by the power user.

To change the priority calculation logic based on the incoming emails, follow the steps below:

1. On Admin console, go to **Workflows** > **All Workflows**.
2. Duplicate the ICM Calculate Priority Logic Template workflow.
3. Add your logic.
4. Go to **Administration** > **ICM Data Model** > **EmailProcessings**.
5. Edit the existing row.
6. Choose the workflow.