

Configure Similar Case Identification

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V3.4

Overview

Cora OpsManager can recognize and handle redundant case creation. By default, if within one hour, the system receives two or more emails with the same subject line, with an additional *FW*, *FWD*, or *RE*, and the same recipients in the *To* list, the system considers the emails as part of the same case and does not create a new case for each email.

The similar case identification functionality is configurable and you can enable or disable it per need.

Enable similar case identification

1. In Flowtime, go to **OpsManager Admin > General Settings**.
2. Under the **Same Case Identification** section, select the checkbox.

V3.2

Overview

Cora OpsManager can recognize and handle redundant case creation. When the system receives two or more emails with the same subject line and same recipients in the *To* list within a time span of one hour, then the system considers the emails for the same case, and no new cases are created for each email.

The product team enables or disables the Similar Case Identification functionality.