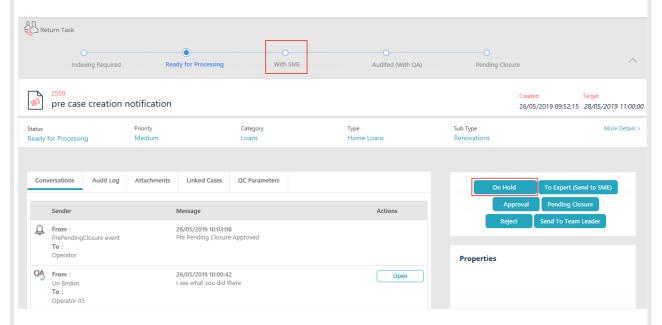
Modify Case Action and Status Labels in Cora OpsManager

Last Modified on 02/05/2020 12:29 pm EST

Previous to V3.0

For a case, the Case Status and Case Action appear on the Case details page, as shown below:

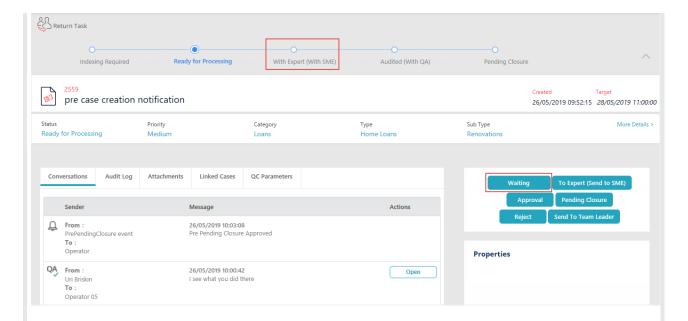


In Cora OpsManager, the out-of-the-box (OOTB) label settings are available to power users on Label Settings tab under Ops Manager Admin. The power user can edit the existing Case Action and Case Status labels but can not add any new labels in this menu.

To modify label settings:

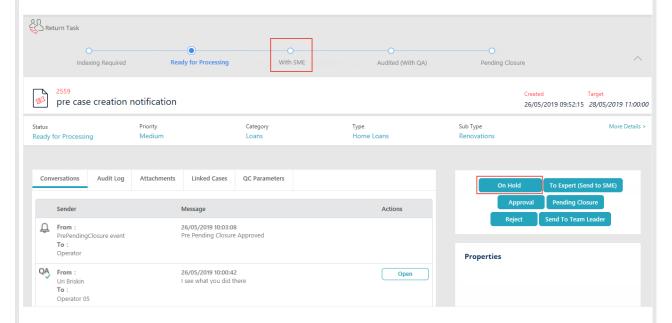
- 1. Go to Flowtime > Ops Manager Admin > Label Settings.
- 2. Click edit icon for a record.
- 3. Make changes accordingly.
- 4. Click \bigcirc to save the changes or click \bigcirc to discard the changes.

The below screen shows the modified Case Status and Case Action label on case details page:



V3.0 and later

For a case, the Case Status and Case Action appear on the Case details page, as shown below:



In Cora OpsManager, the out-of-the-box (OOTB) label settings are available to power users on Label Settings tab under Ops Manager Admin. The power user can edit the existing Case Action and Case Status labels but can not add any new labels in this menu.

To modify label settings:

1. Go to Flowtime > Ops Manager > Ops Manager Admin > Label Settings.

