

## Product Family configuration

Product family is the hierarchical classification of the products the company holds.

## Getting started

- Login to Wolken Care , as Admin.
- Click the Hamburger icon *Select* Product Family Configuration
  menu.

			lick to a tegory		/		ck to ec Itegory					
= <b>**</b> A				Samt	hearth			Q) + CREAT	THCKET	• Online	0 01 fb	- 104
A Home 3 Taket Views		Ny Configure										
Category Type	- fairth		Aad	Category	Sector			Sub Cotegory	i.e.	-		Ante
Category Type Name	Active	Default	Actions	Eutegory Name	Active	Default	Actions	Sub Category Name	Active	Defeat	Product	Actions
Deftault	~	10.40	1	Company Salissit	~	10.00	1	Bull Conspory Defead	1	3141	Applemi	1
	r yn yr 10	• 1999	KOCKOM.		a ba bala 🗟		96.4 X-96		un be bilbe	11+	I MALE	× 1.3

Fig – 01

• Click Add button , to add a new Category Type.

anagory Type	Barrente-			Category	Summer of			Bub-Cotegory	=			
Cotegory Type Home	Active	Contract	Actions	Category Home	Active	Defeat	Actions	<b>Bub Cotegory Nome</b>	Addies	Défault	Product	Actions
Densat	1	me	1	Emigra bread	4	me	1	Sub-Galegory Details	1	Trail .	Applicati	1
						-	our Add					

Fig – 02

- Click **Add** button , to **Save** .
- Under each Category type , there is a Category name . For each
  Category there is a Subcategory , and for each Subcategory there is an Item and a Priority.
- Under Default Category type , we have the Category name Category default , and Subcategory as Subcategory default.

Cotegory Type	Sector 1		Auto	Category	(imprich		AME	Sub Cotegory	300			Acti
Category Type Name	Active	Defoutt	Actions	Category Name	Active	Defoutt	Actions	Sub Category Name	Active	Default	Product	Actions
Dutruit	~	0.09	1	Collegery Defoult	1	Diam.	1	Tali Critigory Default	1	2141	Applicati	1

Fig – 03



• Under the Subcategory default we can add the list of items , and

priorities are added to each item.

x18* ft				Dearch by Tid	lyt.ID		(1) + CREA.	TE HOKET	states at	1
Norma 🤉 Nicket Views 🗦	Product Toria	N Configuration	101							
roduct Family Canfiguration										
im							Sum	4.01	Priority	
Item Nome	Active	Default	Available to endurer	Source	Product Gource	Notes	Description	Actions	Priority Norma	As
SUB SUG Corregory Delout	~	16.00	× .	April	Approxime		treni Dahadi	1	Critical- H	tii
PG Defoult	~	(rin)	~	Parathoo4	Applaation		Default nem for PD	1	High-12	tri
Twitter Defoult	~	inter 1	~	Twitter	Application		Default frem for Twitter	1	Mesham ( #2	tii
broil Duitsuit	4	310.00	1	tmak tupper.	Application		Default fram for threat	1	Low-24	iri
									Press (C. C.	CH

Fig – 04

• Click Edit icon 🧪 , to edit the item details .

Product forming Configur						120222-0-000	
tem	Edit Item				- 36	TROUTLY	
Rom Nomo	Institution providence Sub Catagory Delauk					Priority Northe	Ave
That the Disagery Delta	Default	Cotegory Default	+ sub Conegory Detault		-	Extension Pr	min
PODefinit					-	10000-112	10.40
TARIA DOLLA	Sub Sub Cittagory Defourt	Aury Hotes				Rendum-PE	tive
Dettail Deftault	( house )	Science Paper -				1000-010	me
	Agent	+ 4nd User					
	Herri Default						
	to Active						
	📴 Defmit						
	🚰 Avaliable to Endused						
				Cancel   Un	Rate		

Fig – 05

- Click **Update** to **Save** the changes.
- For each **Item**, we have the **priority** list and <u>Workday</u> is configured for every priority.



• Category / Sub Category are the service catalogues required for case creation.

m	tere	a'		Add	Priority			1111-1	1.00
tern Nome	Active	Default	Avoilat	Actions	Priority Nome	Available to enduser	Response Fano	Resolution Time	Work Day
luk hús Compory Detsik	× .	mai	4	1	Office-PI	true	#C	544	Dehsult
le bekazt	$\sim$	0.00	<i>v</i> ,	1	1997 - P3	true	•>	- 568-	Dalary.
Witter Dehault	~	19.46	2	1	Notian - 13	0.00	+C	- 544	Detroit
Denuali Deribauti	~	true :	1	1	100 - P4	source -	E)	844	Detriol

Fig – 06



## Workday Configuration

To configure workhours of an organization , modify them based on the time zones.

## Getting Started

• Click the Hamburger icon  $\equiv$ , Search **Workday configuration** menu.

• Nome 3 Noted Configuration			Fearth by Ticket ID	a) -	C) + CREATE TICKET (OVERS) *1 frue to the set		
Work Day	Add	Work Hour	1		Mings Work Hana		
24/7	1		Day of Week	Start Hour	Drid Hour		
Default	1	0.0	Norday	0000	2314		
		3	Monday	1000	2316		
		2.	Tuesday	0000	23:14		
		3941C	Weldheadoy	0000	22108		
		18.	Thursday	0000	2210		
		(00)	Himny	0000	239:00		
		(F)	Tetrantoy	0000	22.9.8		



- Click Add button, to configure the Workday.
- Enter the Workday name , and a brief description.
- Click Add button, to Save.

x18* 17			Search by Tacket Hill	•	+ CREATE TICKET
kday Configuration					
Day	And	Work Hou	ni -		Area Work House
ti -	1		Day of Week	Etart Hour	End Hosar
naut	12	10	24103	(0000)	27/09
	Create	Workday		× .	2101
	Test Test Jest			2111	
				2111	
				.2199	
	_			100000000000000000000000000000000000000	209
				Current Tuterrit	2104

Fig – 08

- Click **Map Work hours** button , to map work hours to the workday.
- Select Workday (Day of the week), Start hour and End hour for the workday.
- Select **Submit** button to Save.

= +m A		Bearch by Tobar (C	a) +a	RATE REALT
A Home 3 winters Contgamers				
Workday Configuration				
Work Day	Work:	Hours		Mop Work Hours
24/2	1	Day of Week	Blart.Hour	End Hour
Default	100000000000000000000000000000000000000			4838
	Create New W	54.5 2 (S.S. )	5 B	2018
	Workday Nam+	24/7		2018
	Telect Warkdoy	Sentry		2008
	Short Hour	Report Relations	a	2011
	End Hour	International Provider Provide		25:31
			Cancel Sectors	2001
Property & 1874				

Fig – 09