

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.

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Fig – 01

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

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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.

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Fig – 03



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

priorities are added to each item.

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Fig – 04

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

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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.

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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.

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

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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.

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Fig – 09