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.

Click to Add Category Type

Click to edit the category type

Fig – 01

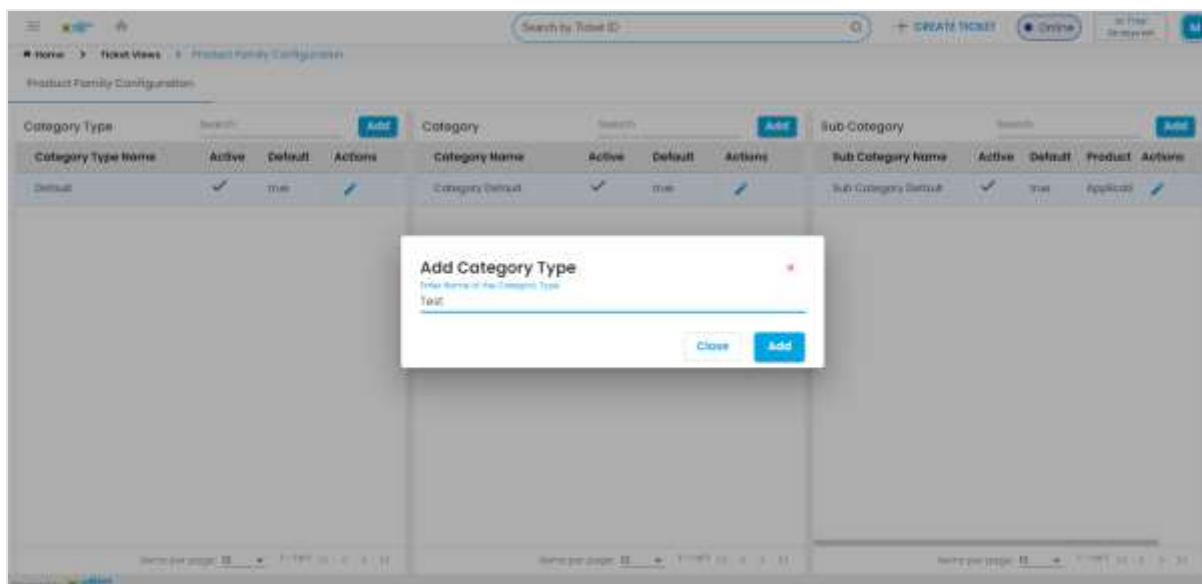- Click **Add** button , to add a new **Category Type**.

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**.
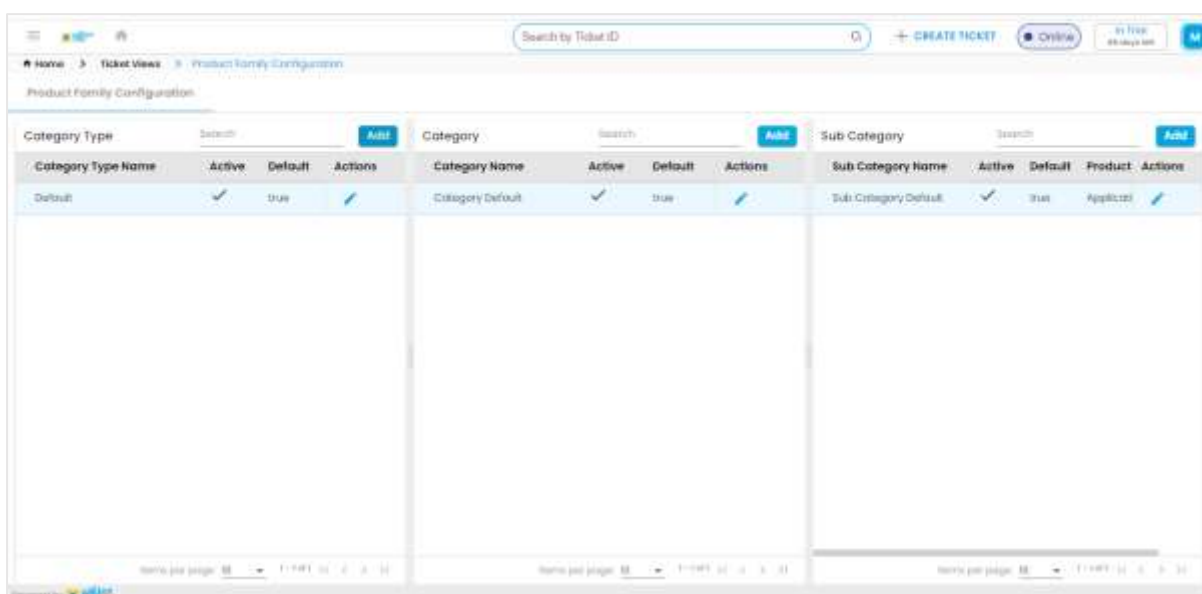

Fig – 03

- Under the **Subcategory default** we can add the list of **items** , and **priorities** are added to each item.

Fig – 04

- Click **Edit** icon 🖊 , to edit the item details .
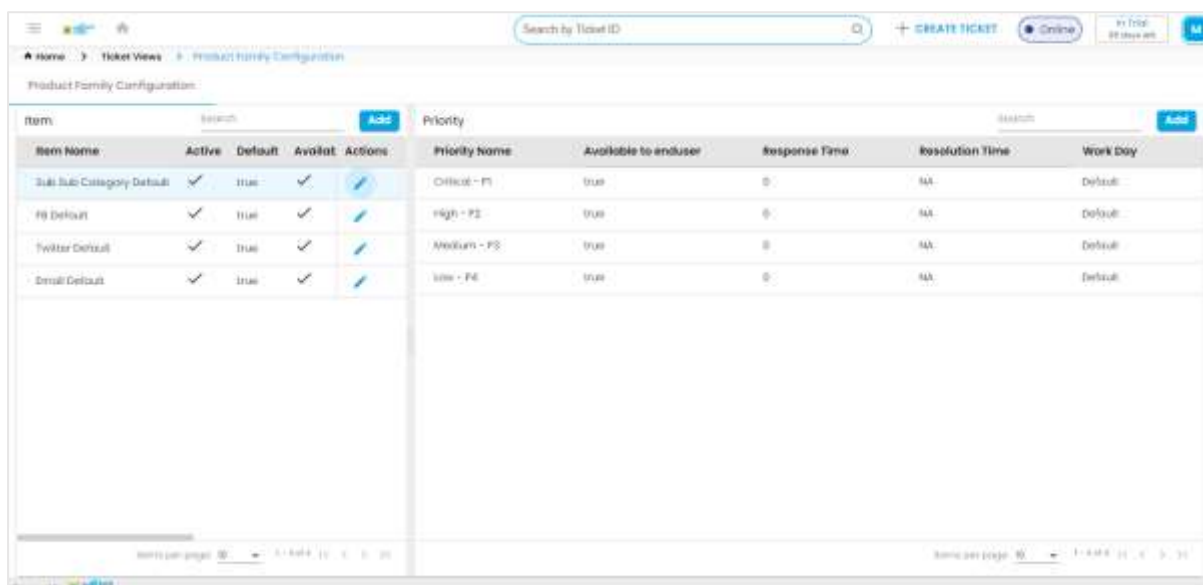

Fig – 05

- Click **Update** to **Save** the changes.

- For each **Item** , we have the **priority** list and **Workday** is configured for every priority.

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

Fig – 06

Workday Configuration

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

Getting Started

- Click the Hamburger icon ☰, Search **Workday configuration** menu.
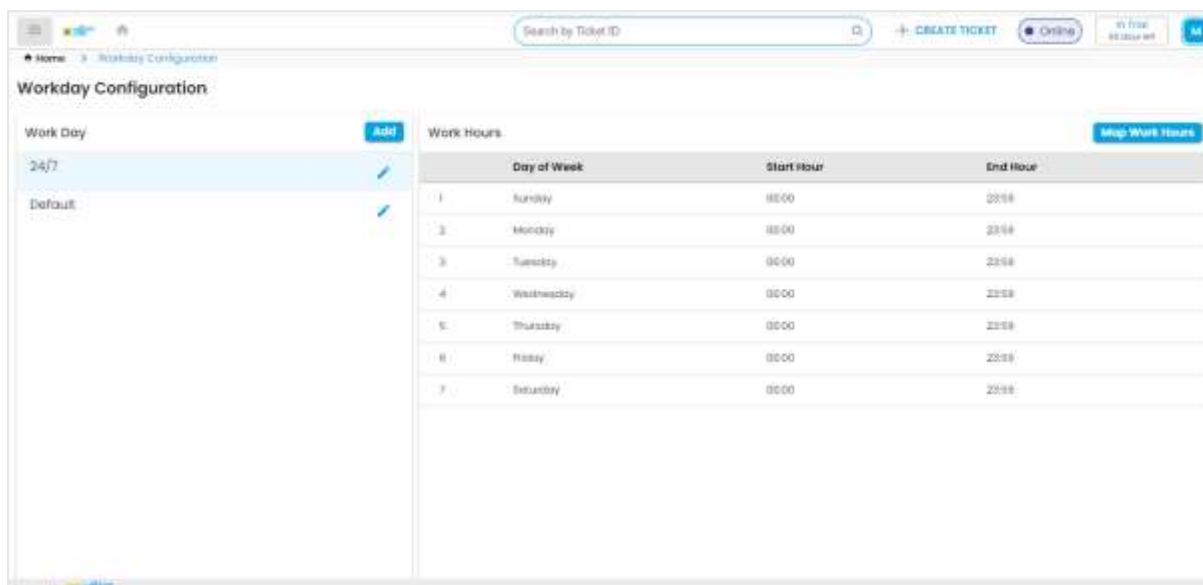

Fig – 07

- Click **Add** button , to configure the Workday .

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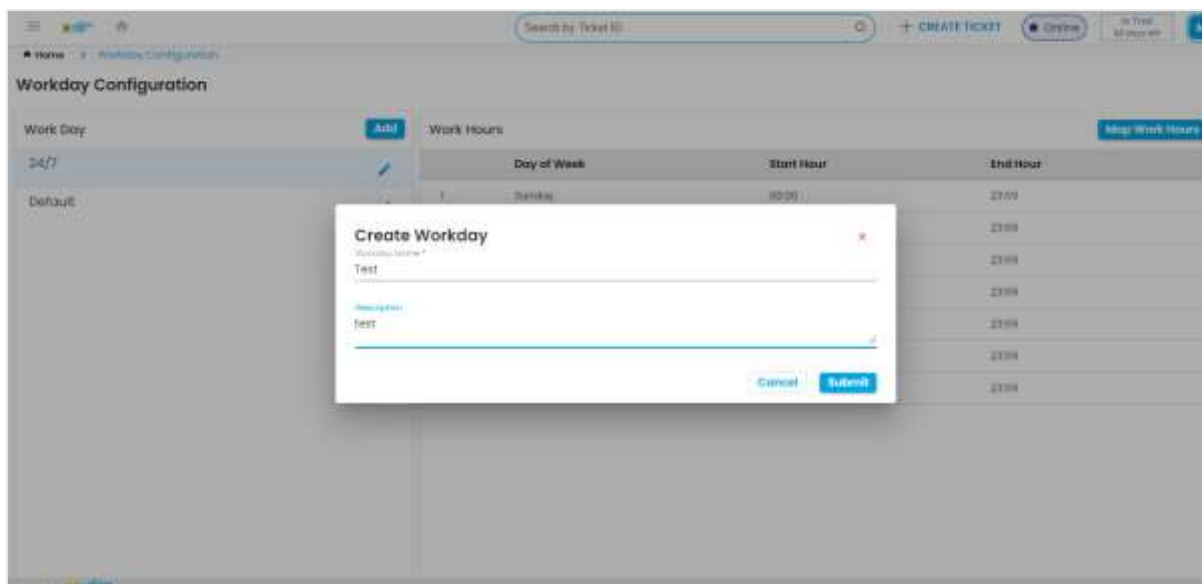
- Click **Add** button, to Save.

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.
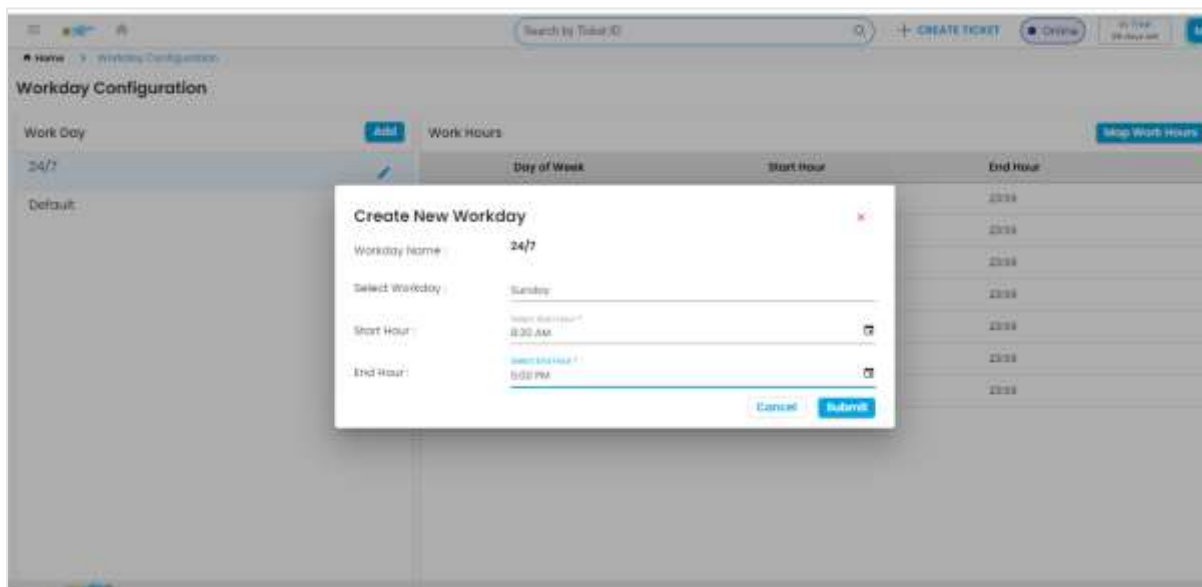- Select **Submit** button to Save.

Fig – 09