

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.



Fig - 01

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

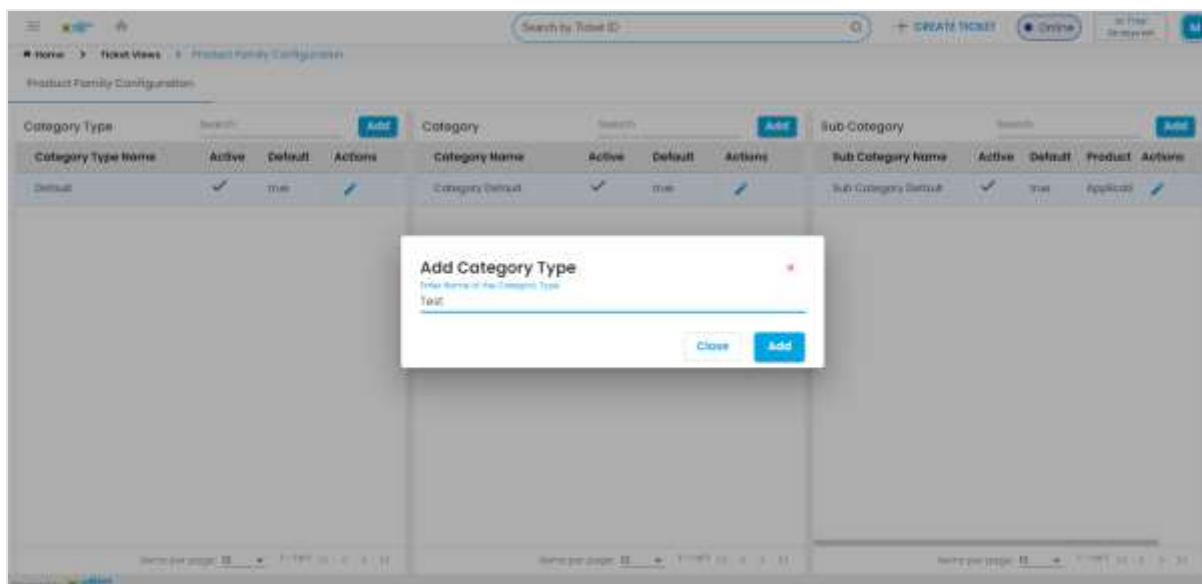


Fig – 02

- 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**.

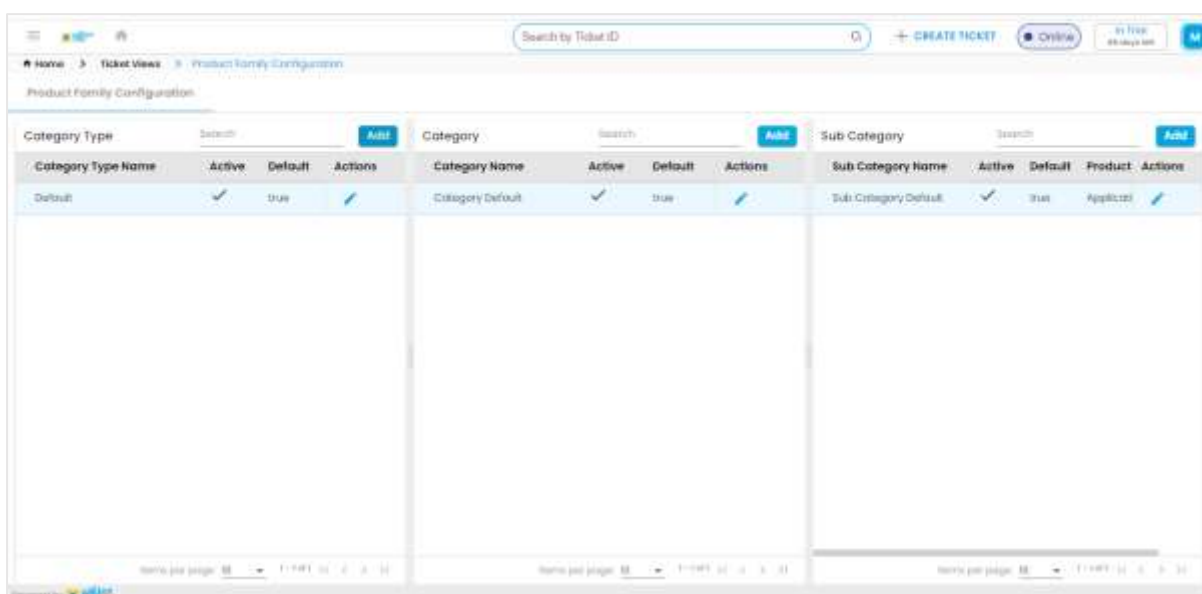


Fig – 03

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

Item Name	Active	Default	Available to enduser	Source	Product Source	Notes	Description	Actions	Priority Name	Avai
Sub Sub Category Default	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Agent	Application		Item Default		Critical - P1	true
FB Default	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Facebook	Application		Default Item for FB		High - P2	true
Twitter Default	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Twitter	Application		Default Item for Twitter		Medium - P3	true
Email Default	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Email Support	Application		Default Item for Email		Low - P4	true

Fig - 04

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

Edit Item

Subcategory Name: Sub Category Default

Active:

Default:

Available to Enduser:

Category: Category Default

Sub Category: Sub Category Default

Item Name: Sub Sub Category Default

Item Notes:

Source: Agent

Worked Type: End User

Description: Item Default

Active

Default

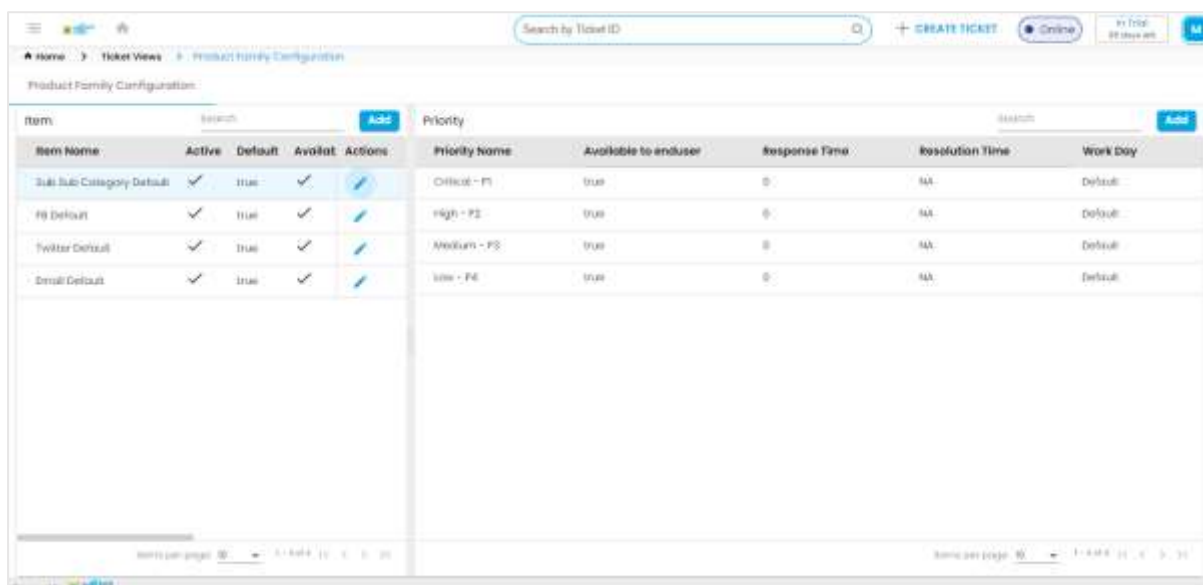
Available to Enduser

Cancel Update

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.



Product Family Configuration:

Item Name	Active	Default	Availab	Actions	Priority name	Available to enduser	Response Time	Resolution Time	Work Day
Sub-Sub-Category Default	✓	true	✓		Critical - P1	true	0	NA	Default
P1 Default	✓	true	✓		High - P2	true	0	NA	Default
Twitter Default	✓	true	✓		Medium - P3	true	0	NA	Default
Email Default	✓	true	✓		Low - P4	true	0	NA	Default

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.

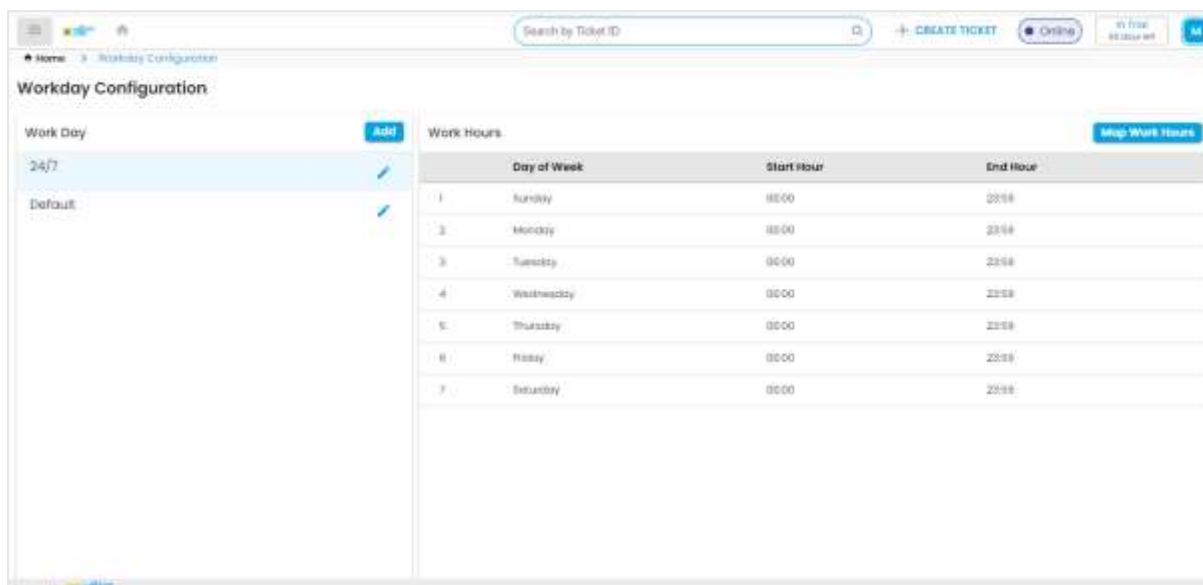


Fig – 07

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

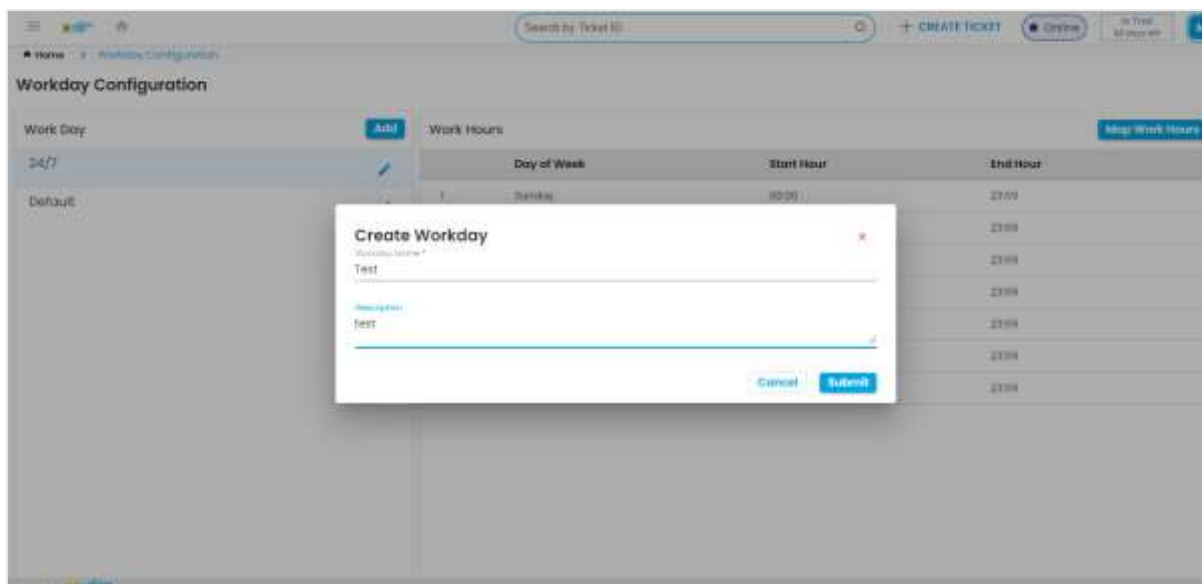


Fig – 08

- 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.

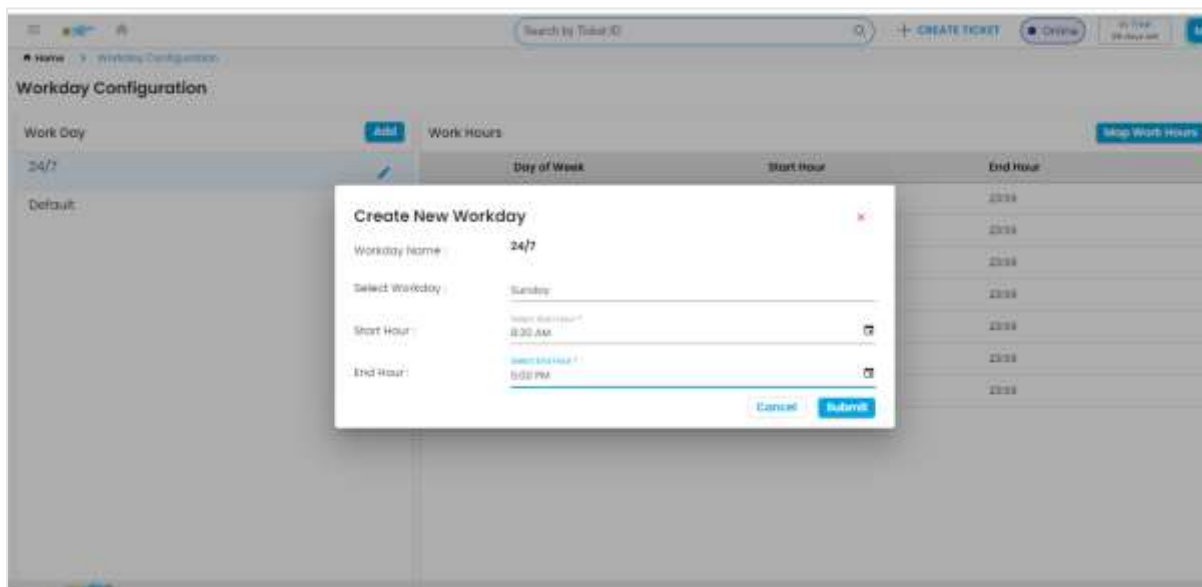


Fig – 09