**Main Agenda- Implement Manual Urgency Increment**

So there are 2 types of Urgency updates automatic and manual so automatic can be done with the help of the SLA (Service Level Agreement) in which we would be having initial urgency and to which action I can apply and how much would be the start of the urgency and what is the deadline and Passed Deadline and depending on the time days/mins/secs the case priority would be updated and would show in the worklist of the operator.

But question comes when can I update manually on a case so for this thing we need to add an action on the assignment shape in the flow action.

To achieve this requirement the following steps were followed

Step-1 created a case type with 2 stages

Graphical user interface, application

Description automatically generated

So after this thing we can add which stage and flow action to be done so I would do in the local action of the assignment

Diagram

Description automatically generated

Graphical user interface, application

Description automatically generated

And in here we have the Service level agreement

Graphical user interface, text, application, email

Description automatically generated

And for doing manually we have to give the local action “Urgency Update”

Graphical user interface, application

Description automatically generated

And after configuring this flow we have to do the run the case and we would find the “Update Csse Urgency” and we can manullay update the case urgency.

IMPORTANT NOTE-The range of the urgency would be ranging from 0-100 only and how much ever value you are specifying the value it would add to the urgency+10 only 10 extra olky would be added

Ex- if you updated the urgency to 50 that means the priority would be 50+10=60 so the new priority would be 60

The priority is 10 as by default in the case now if we change manually

Graphical user interface, application, Teams

Description automatically generated

So in here I gave the urgency as 40 so the priority of the case would be 40+10=50