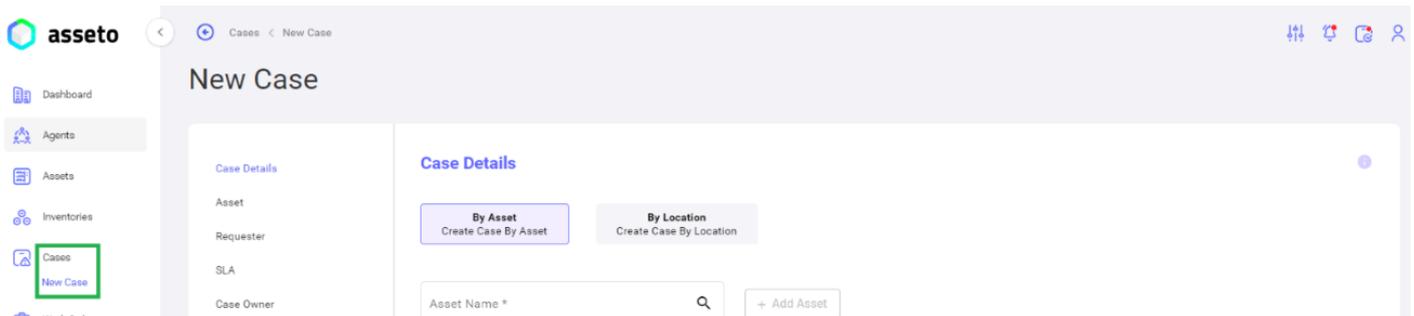


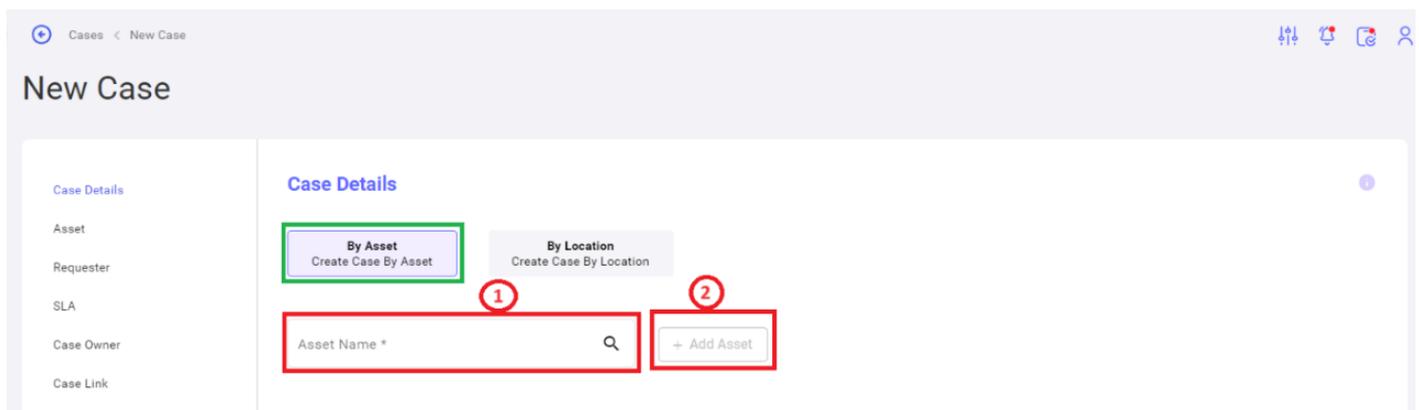
4. New Case Creation

New Case Creation.

To create a new case, navigate to Case Menu >> New Case. New Case page will be displayed.



Create Case by Asset:



1. **Asset Name:** To select Asset name to create Case.
2. **Add Asset:** To add the selected Asset name to create Case. User can select the Asset from the existing list of Assets.

Create Case by Location:

Cases < New Case

New Case

Case Details

Asset

Requester

SLA

Case Owner

Case Link

Documents

Other Details

Case Details

By Asset
Create Case By Asset

By Location
Create Case By Location

Location *

Building

Floor

Room

Asset

Asset Name

- Location:** To select the specific location, building, floor, room to create Case.
- Asset Name:** To select the Asset name of the selected Location to create Case.

Other Parameters of Case Creation:

Cases < New Case

Case Details

Asset

Requester

SLA

Case Owner

Case Link

Documents

Other Details

Case Subject *

Case Type *

Case Sub Type

Case Description *

Priority *

High Medium Low

Urgency *

Severity 1 Severity 2 Severity 3

Case Source

Phone Email Internal

Requester

Name *

Email *

CC Email

+ Add Email

Case Details

Asset

Requester

SLA

Case Owner

Case Link

Documents

Other Details

SLA

Response * Duration Time

Resolution * Duration Time

Case Owner

Case Owner * Auto Assign

Cases < New Case



Case Details

Asset

Requester

SLA

Case Owner

Case Link

Documents

Other Details

Case Link

Search + Case Link

Documents

Drag files to upload or

Choose File

Other Details

Text Field

1. **Case Subject:** This drop down is to select Case subject. Based on the Asset / Location the User selects, list of Case subjects will be displayed in the Case subject drop down.
2. **Associated fields:** Based on the pre-requisites, the Case type, case sub type, priority, urgency, case source field values will auto populate on selecting the Case subject.
3. **Case Description:** To key in the Case description.
4. **Requester Details:** To key in the requester details. I.e., Requester name, email id, contact number and cc email.
5. **SLA:** Response and Resolution SLA will get auto populated based on the SLA configuration on selecting the Case type.
6. **Case Owner:** Case owner auto assignment will work based on the Case owner auto assignment configuration.
7. **Case Link:** To link the Case with other Case.
8. **Documents:** To attach the document related to case creation.

Revision #3

Created 11 September 2024 09:24:17 by Divya Bharathi Marreddy

Updated 13 September 2024 03:05:09 by Sushma Palapatta Chandran