

# 5. Case Details Page

## Case Details Page View:

Case details page provides a detailed view of the Case. The field valued filled during Case creation can be viewed in the details page. Additionally, it provides information on recent activities of the specific Case along with the time stamp. It also provides information on Work orders associated with the Case. The status of the Case will be displayed at the top right. It also provides flexibility to create work order without navigating to Work order Module.

zsxvSDz

492024916198Medium • Severity 2Case created on 04 Sep 2024, 6:26PM

AssignedCreate Work Order

Case DetailsCase Discussion

Description  
sdzvsdzcv

Case Type  
FUNCTIONALITY CASE ISSUE DIVI2

Source  
email

CC Email

Documents

Screenshot (162..  
0.44 MB

Screenshot (162..  
0.44 MB

Incorrect respo..  
0.06 MB

KLCCUH-71.docx  
0.01 MB

Other Details  
Text Field

Asset

Realme  
REALME NARZO DIVI

Address  
BESCENT

Location  
VIJAYAWADA NEW, BES, ABCD 3, MEETING ROOM

Requestor

SSShivaraman Sundaramurthy  
+917397112624  
shivaramansundaramurthy@gmail.com

Case Owner

FBField Agent-Divi both  
+917032219459  
divyabharathi.marreddy@neuronsolutions.com

Recent Activities

06 Sep 2024, 1:58PM

SLA ENGINE  
Case Response SLA Breached

04 Sep 2024, 12:56PM

Case Created

SLA Summary

Initial Response Time

Started On  
04 Sep 2024, 6:26PM

Responded On  
-

Initial Response Time Target SLA  
49H 1M

Responded By

Resolution Time

Started On  
04 Sep 2024, 6:26PM

Resolved On  
-

Resolution Target SLA  
73H 1M

Resolved By

Case Work Orders

Data Not Found

Linked Cases

Data Not Found

#### Comments

+ Add Comment

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#### Revision #2

Created 11 September 2024 09:25:38 by Divya Bharathi Marreddy

Updated 13 September 2024 03:00:48 by Sushma Palapatta Chandran