

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
492024916198 **Medium • Severity 2** Case created on 04 Sep 2024, 6:26PM Assigned Create Work Order

Case Details Case Discussion

Description
sdzvsdzcvsv

Case Type
FUNCTIONALITY CASE ISSUE DIVI2

Source
email

CC Email

Documents

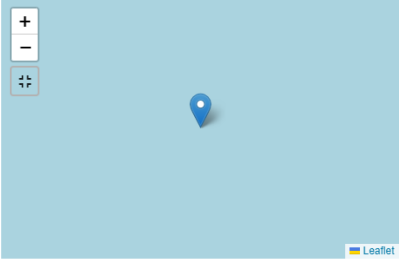
- Screenshot (162.. 0.44 MB) [Download]
- Screenshot (162.. 0.44 MB) [Download]
- Incorrect respo.. 0.06 MB [Download]
- KLCCUH-71.docx 0.01 MB [Download]

Other Details
Text Field

Asset
Realme
REALME NARZO DIVI

Address
BESCENT

Location
VIJAYAWADA NEW, BES, ABCD 3, MEETING ROOM



Skillssets Requirements
MANAGER

Requestor

SS Shivaraman Sundaramurthy
+917397112624
shivaramansundaramurthy@gmail.com

Case Owner

FB Field 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

Revision #2

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

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