

# 5. Case

User can configure Case type, Sub-type, SLA, Incident portal, case association, custom fields, approaching SLA, case owner auto assignment and custom table configuration. Options are available as menu on left side, type is highlighted by default.

The screenshot displays the 'Cases' configuration page in the 'asseto' system. The left sidebar contains a menu with the following items: Dashboard, Agents, Assets, Inventories, Cases, Work Orders, Rosters, Reports, Vendors, e-PTW, Visitor Pass, BCA, Workflow, Subscribers, Contracts, and Settings. The 'Cases' menu item is highlighted in red. The main content area shows the 'Cases' configuration page with a search bar and a table of case types. The 'Type' menu item is highlighted in red. The table lists the following case types:

Type Name	Status
ARP UP	ACTIVE
NEW CASE TY	ACTIVE
CASE TYPE NEW JULY 30 NO 1	ACTIVE
TESTDIVCASE24-1211	ACTIVE
DIVICASETYPEJULY24-555	ACTIVE
NEW CASE TYPE FOR SUBTYPE	ACTIVE
CASE DEMO	ACTIVE
CASEDJULY24-1	ACTIVE
CAS T1	ACTIVE
DCASEJULY23-3	ACTIVE

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