

# 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.

asseto

Settings < Cases

Cases

Type

Sub-Type

SLA

Incident Portal

Case Association

Custom Fields

Approaching SLA

Case Owner Auto Assignment

Custom Table Configuration

Dashboard

Agents

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Settings

Type:

+ Add Type

+ Bulk Upload

Search

Note: Case type with name "Incident", "Complaint" and "Service Request" shall be displayed on the public case create page.

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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