

CASE MANAGEMENT

User ID

Password

LOGIN

CASE MANAGEMENT

CASES

Search

Case ID	User ID	Category	Time
5142518657	KRIHOL	Software	2019-01-01
5142518658	OLONYM	Software	2019-01-01
5462584235	OLAPER	Hardware	2019-01-01
5152485658	MARQUI	Network	2019-01-01
4152359875	HANBOS	Network	2019-01-01

CASES+ NEW

CASE MANAGEMENT

CREATE NEW CASE

Contact information

User ID

First name

Surname

Phone number

Email adress

Building/Adress

Case description

Title

Description

Category

Priority - impact on business:

1 - Very critical: Business stop or similar

2 - High: Many users affected but not business stop

3 - Moderate: A few users affected

4 - Low: Only single user affected

5 - Very low: e.g questions

CREATE

CASES

+ NEW

CASE MANAGEMENT

CASE DETAILS

Case ID

5142518657

Status

Open

Contact information

User ID

OLONYM

First name

OLOF

Surname

NYMAN

Phone number

+46751234568

Email adress

olof.nyman@co.com

Building/Adress

483 plan 2

Case description

Title

Outlook | Email not updati

Description

User reports that his email is no longer updating since this morning. He has restarted his computer. It works on his phone. Could you please assist user? Thanks!

Category

Software

Priority - impact on business:

1 - Very critical: Business stop or similar

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Assigned group

Assigned user ID

Assign myself to this case

History

Date and time

2019-01-01 16:47

User ID

BRYADM

Comment

Called user. Will contact again tomorrow as user is busy.

Date and time

2019-01-01 16:47

User ID

ADMKRI

Comment

Emailed user. Sent instructions on how to proceed.

Comment

COMMENT

RESOLVE CASE

CASES

+ NEW

CASE MANAGEMENT

RESOLVE CASE

Solution

CONFIRM AND CLOSE CASE

CANCEL

CASES+ NEW