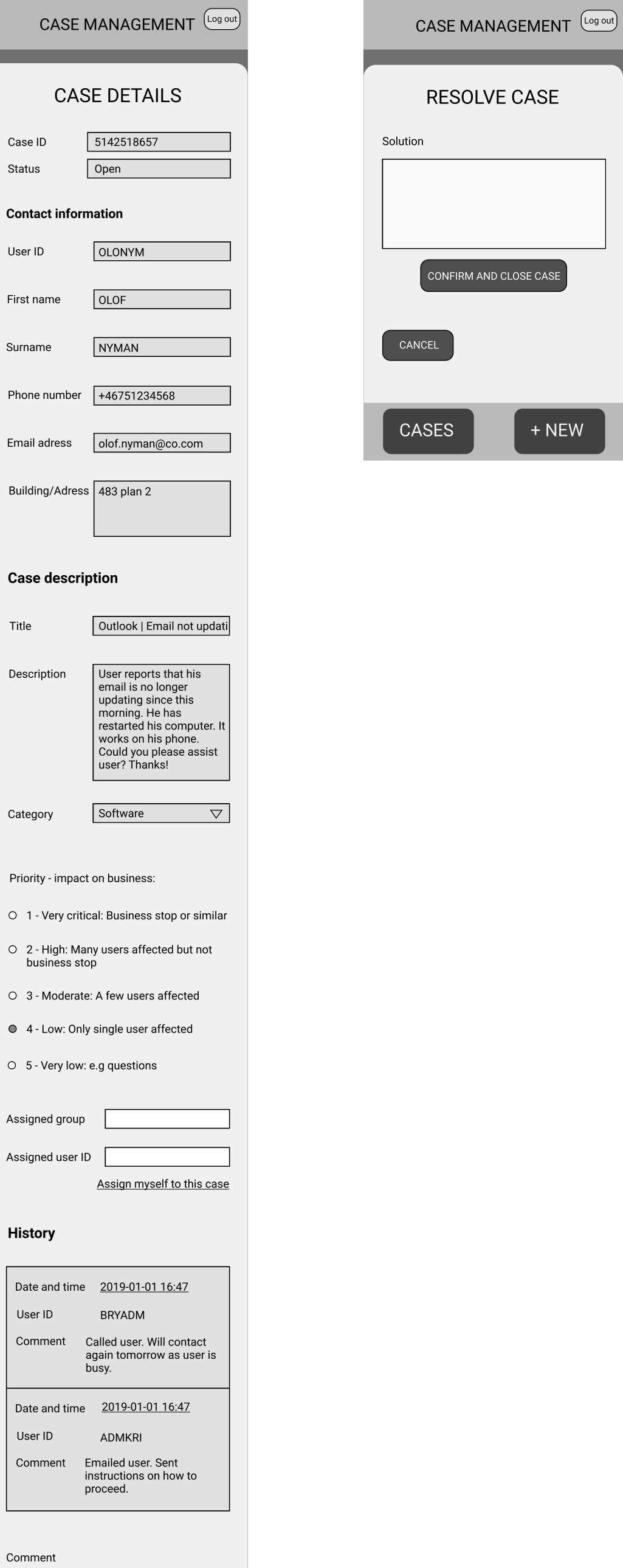


CASE MANAGEMENT Log out	CASE MANAGE	
CREATE NEW CASE	CASE DETA	
Contact information	Case ID [514251865
User ID	Status	Open
OSEI ID	Contact information	
First name	User ID	OLONYM
Surname	First name	OLOF
Phone number	Surname	NYMAN
Email adress	Phone number	+4675123
Building/Adress	Email adress	olof.nyma
Case description	Building/Adress	483 plan 2
Title	Case description	
Description	Title Description	User report email is not updating someoning. Frestarted h
Category		works on h Could you user? Than
Priority - impact on business:	Category	Software
O 1 - Very critical: Business stop or similarO 2 - High: Many users affected but not	Priority - impact on business	
business stop	O 1 - Very critical: Business	
O 3 - Moderate: A few users affected	O 2 - High: Many users affe	
O 4 - Low: Only single user affected	business stop	
O 5 - Very low: e.g questions	O 3 - Moderate: A few users	
	4 - Low: Only single user	
CREATE	O 5 - Very low:	e.g question
	Assigned group	
CASES + NEW	Assigned user ID	Assign my
	History	



COMMENT

+ NEW

RESOLVE CASE

CASES