How to Find Service Case Information on the Customer Community

Summary

On the Customer Community click *Cases* to create, review and update your service information.

You can also search for cases using the *Search* tool.

Note: The *Search* tool returns search results for *Articles*, *Cases,* and *Products* owned by your company.

Objective

Finding service case information on the Customer Community.

Environment

Imagine Communications Customer Community.
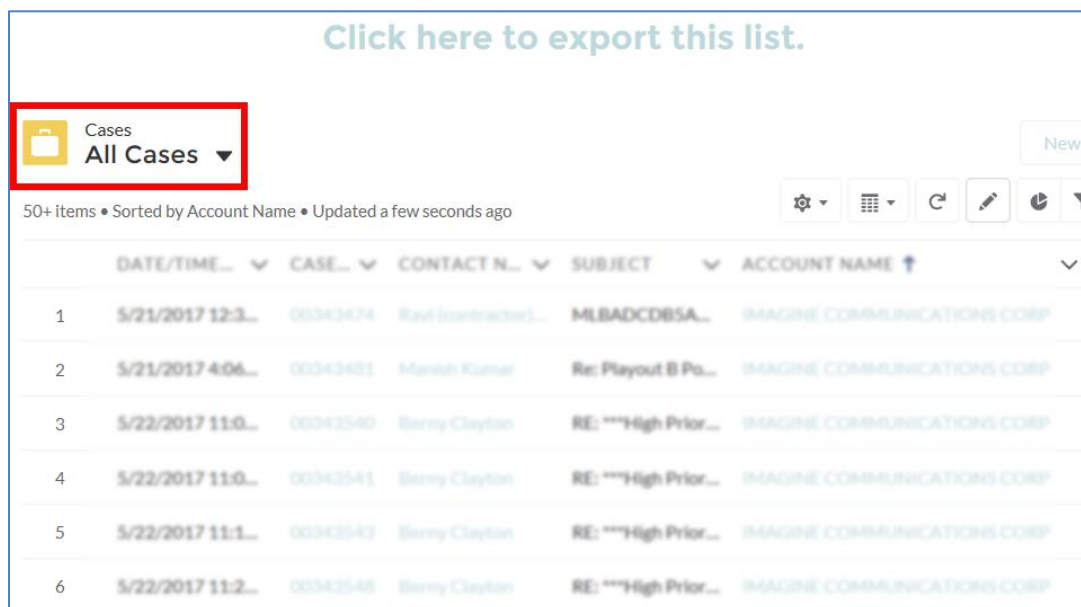
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Procedure

Using the Cases Tab

Find service case information by clicking *Cases* on the main menu.

This will open the *Cases* page.

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Access case information filters by clicking the arrow beside *All Cases*.

Click a *Case Number* to see the information for that service case.

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This will open that case's *Feed* page with an overview of activity.
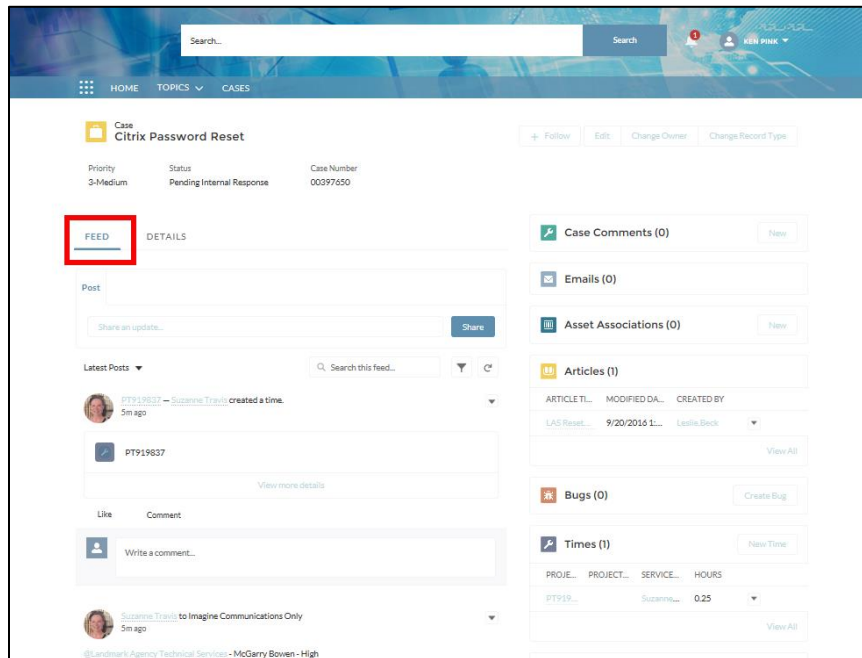
Click *Details* to see the complete information for the case.
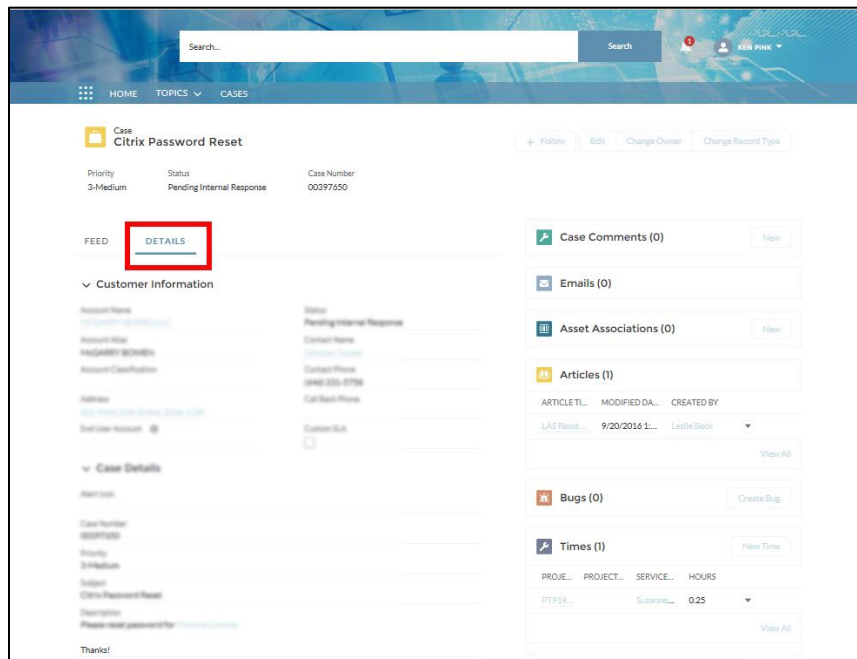
Note: You can also use the *Search* tool to find *Cases*. The *Search* tool returns results for *Articles*, *Cases,* and *Products* owned by your company.