

# 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.

# Ken Pink Writing Examples

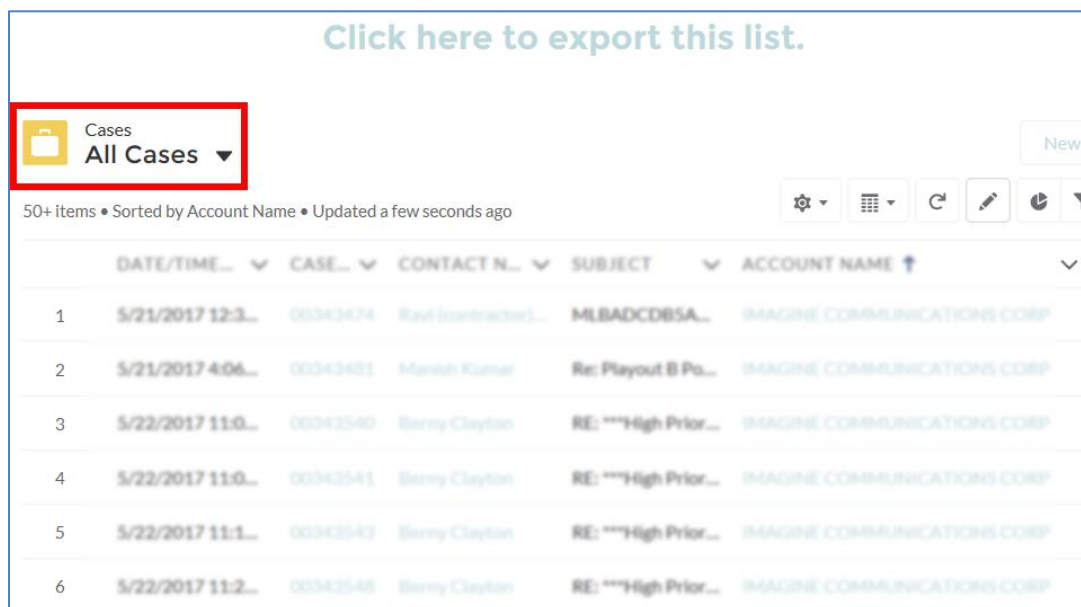
## Procedure

### 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*.

The screenshot shows a web application interface with a search bar at the top. Below the search bar is a navigation menu with 'HOME', 'TOPICS', and 'CASES'. The 'CASES' menu is active, and a dropdown menu is open, showing 'All Cases' with a checkmark. The dropdown menu also lists 'RECENT LIST VIEWS' and 'ALL OTHER LISTS'. The 'RECENT LIST VIEWS' section includes 'All Cases', 'NA Broadcast Graphics Service', 'Recently Viewed', and 'Recently Viewed Cases'. The 'ALL OTHER LISTS' section includes '00354134' and 'Abandoned Cases'. The 'Abandoned Cases' section lists '1/19/2018 12:21...', '3/2/2018 12:21...', '00384548', 'Heather Kaman', and 'Air Client applicaiton freezes v'.

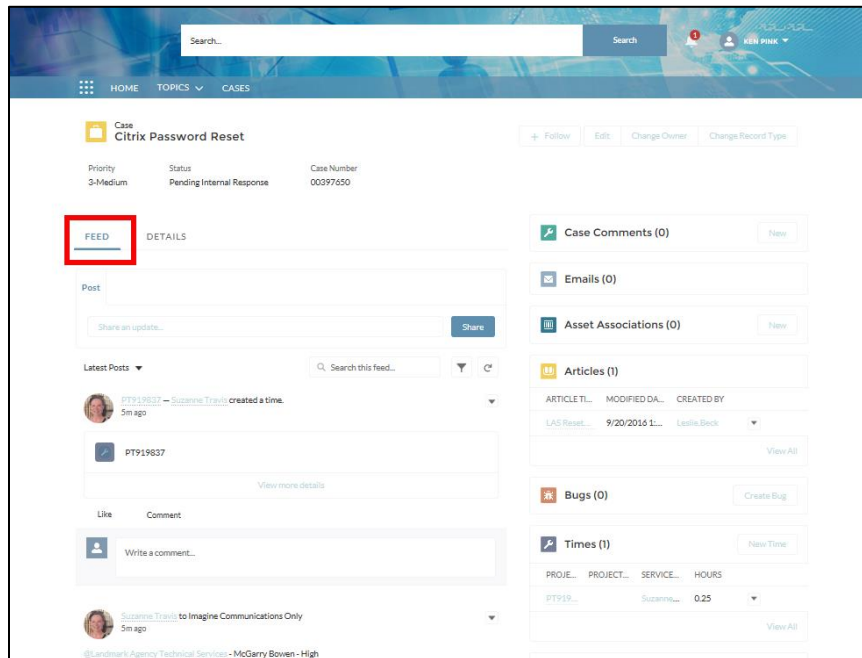
Click a *Case Number* to see the information for that service case.

The screenshot shows a web application interface with a search bar at the top. Below the search bar is a navigation menu with 'HOME', 'TOPICS', and 'CASES'. The 'CASES' menu is active, and a dropdown menu is open, showing 'All Cases' with a checkmark. The dropdown menu also lists 'RECENT LIST VIEWS' and 'ALL OTHER LISTS'. The 'RECENT LIST VIEWS' section includes 'All Cases', 'NA Broadcast Graphics Service', 'Recently Viewed', and 'Recently Viewed Cases'. The 'ALL OTHER LISTS' section includes '00354134' and 'Abandoned Cases'. The 'Abandoned Cases' section lists '1/19/2018 12:21...', '3/2/2018 12:21...', '00384548', 'Heather Kaman', and 'Air Client applicaiton freezes v'.

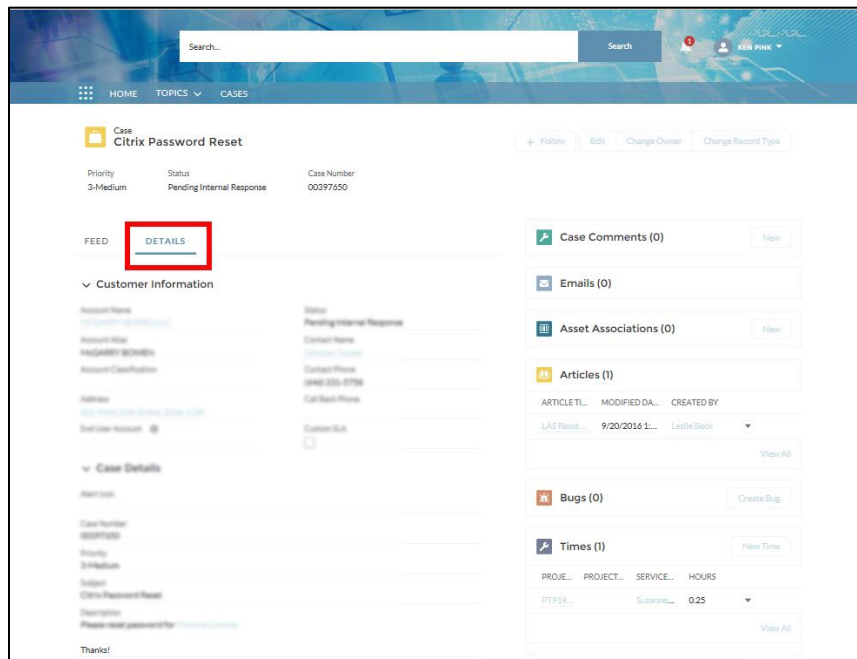
DATE/TIME...	CASE...	CONTACT N...	SUBJECT	ACCOUNT NAME
5/21/2017 12:3...	00343474	Ravi Contractor...	MLBADCB5A...	IMAGINE COMMUNICATIONS CORP
5/21/2017 4:06...	00343481	Manish Kumar	Re: Playoff B Po...	IMAGINE COMMUNICATIONS CORP
5/22/2017 11:0...	00343540	Benny Clayton	RE: ""High Prior...	IMAGINE COMMUNICATIONS CORP
5/22/2017 11:0...	00343541	Benny Clayton	RE: ""High Prior...	IMAGINE COMMUNICATIONS CORP
5/22/2017 11:1...	00343542	Benny Clayton	RE: ""High Prior...	IMAGINE COMMUNICATIONS CORP
5/22/2017 11:2...	00343548	Benny Clayton	RE: ""High Prior...	IMAGINE COMMUNICATIONS CORP

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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.