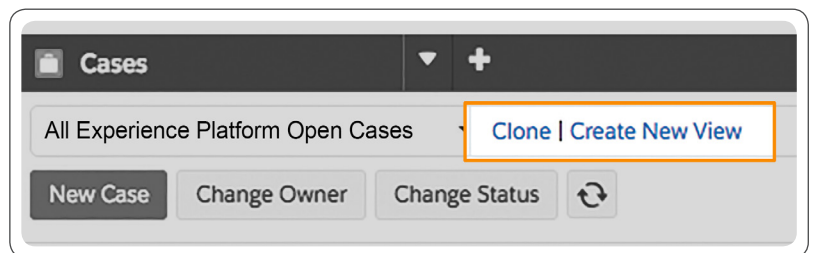# Creating a **New Case** View
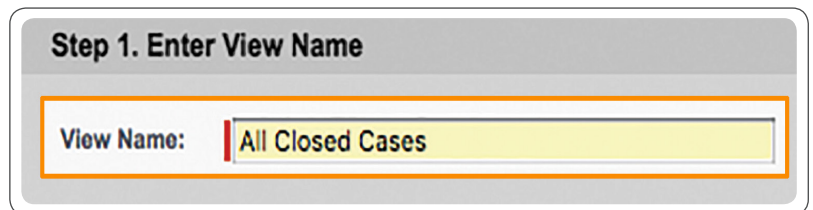
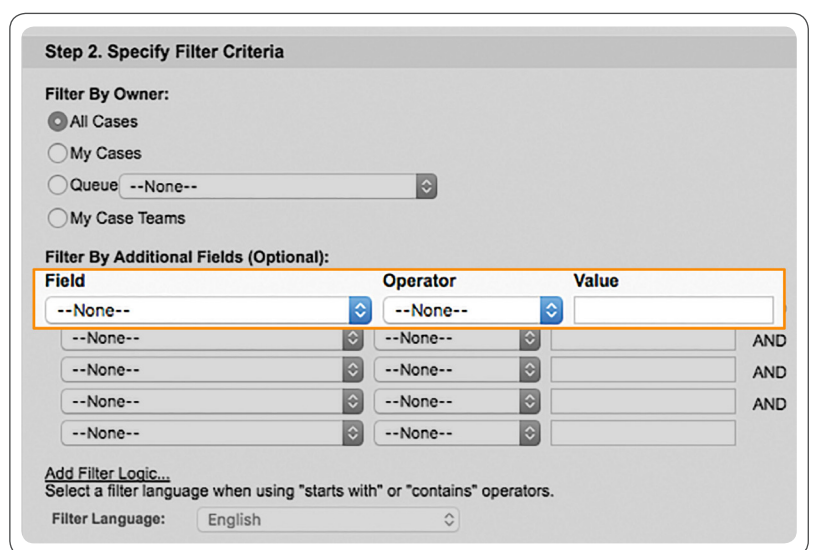| **1** | Create a New Case View | **2** | Cloning a New Case View |

**1.1** Click on **Create New View**

In this example, we will create a new view for **All Closed Cases**.
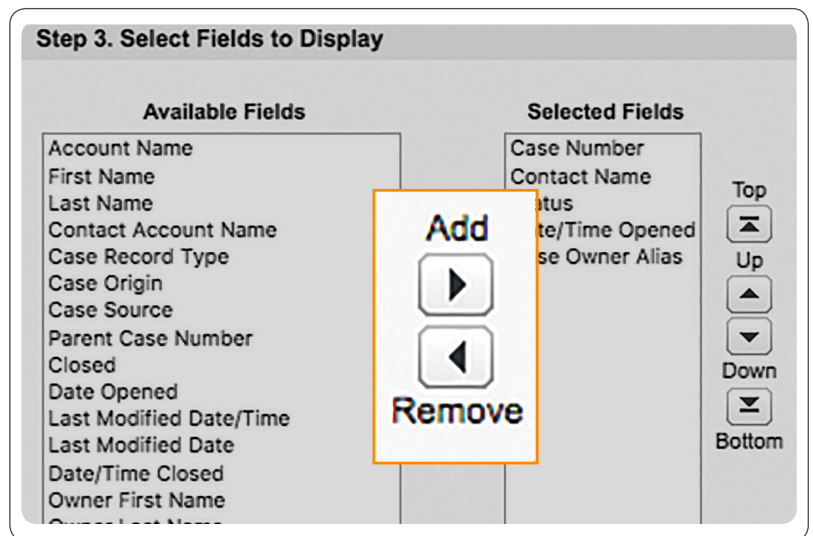


**1.2** Enter the name of your view in the **View Name** field.



**1.3** Fill out the necessary fields under the **Specify Filter Criteria** section.

**1.4** Under the **Select Fields to Display** section you can choose to **Add** or **Remove** the fields that you want to display in your new view.



Step 3. Select Fields to Display

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**TOP TIP**

You can also use the **Up** and **Down** arrows to change the order of how you want the fields to display.

---

**1.5** Click **Save**.

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⭐

You can now view all Closed Cases for your property under the New View - **All Closed Cases.**

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**1.6** You have the option to **Edit** the view - if you needed to make a **change, delete** the view or **create**.



All Closed Cases

View: All Closed Cases    Edit | Create New View
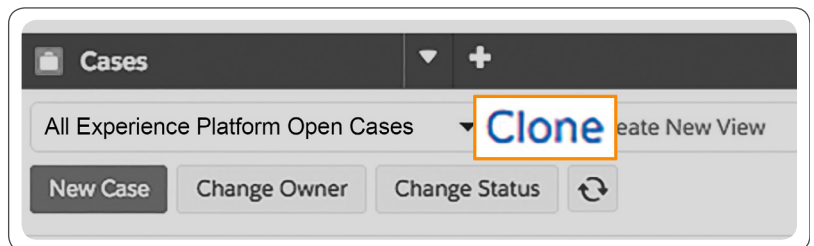
**1** Create a New Case View

**2** Cloning a New Case View

> **TOP TIP**
> You can also choose to Clone an existing view, which allows you to Copy an existing view including its filter options so you don't have to start over when creating a similar view.

**2.1** Click **Clone**



**2.2** You can now view the existing filter options used to create the **All Guest Experience Platform Cases** View**.**



**2.3** Update the **View Name**.

**2.4** Update the **Status Field to equals, Closed**.



**2.5** Click **Save As.**

**2.6** You can now use your new view to see **All Closed Cases**.



**Your task is now complete. Please save this job aid for future reference.**

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