# Compass - Adding Additional Case Comments to an Interaction Case

[Process](#_Toc163574024)

[Related Documents](#_Toc163574025)

**Description:** Steps to add Case Comments to an Interaction Case after the Case has been closed in Compass.

|  |
| --- |
| Process |

Complete the following steps:

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | From the **Search** tab in **Compass**, select **Cases** from the drop-down menu.  **Result:** List of **Recently Viewed** cases displays (default). |
| **2** | Click the **Recently Viewed** drop-down arrow, then select **My Interaction History (7 days)** from the list or type “My Interaction History” into the **Search** field to locate it.  **Result:** My Interaction History (7 days) list displays. |
| **3** | Locate the desired Case Number on the list and click the **Case Number** hyperlink to view the Case Details.  **Note:** To search for a specific Case Number, type the number in the **Search** field, then click the magnifying glass to search for the desired case. |
| **4** | On the right side of the screen, locate the **Case Comments** panel, click the drop-down arrow, and select **New**.  **Result:** **New Case Comment** window displays. |
| **5** | Add notes to the **Body** field.  Do **not** select the Public checkbox.  **Note:** Special characters will be saved exactly as entered and in the same order they are entered. |
| **6** | Click the **Save** button.  **Results:**   * The following banner displays: Case Comment was created. * New notes displays in the Case Comments panel. |

[Top of the Document](#_top)

|  |
| --- |
| Related Documents |

[Customer Care Abbreviations, Definitions and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

**Parent Document:**  [CALL-0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049)

[Top of the Document](#_top)

Not To Be Reproduced Or Disclosed to Others Without Prior Written Approval

**ELECTRONIC DATA = OFFICIAL VERSION / PAPER COPY = INFORMATIONAL ONLY**