







Case Status and how to change it

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Case possible statuses:

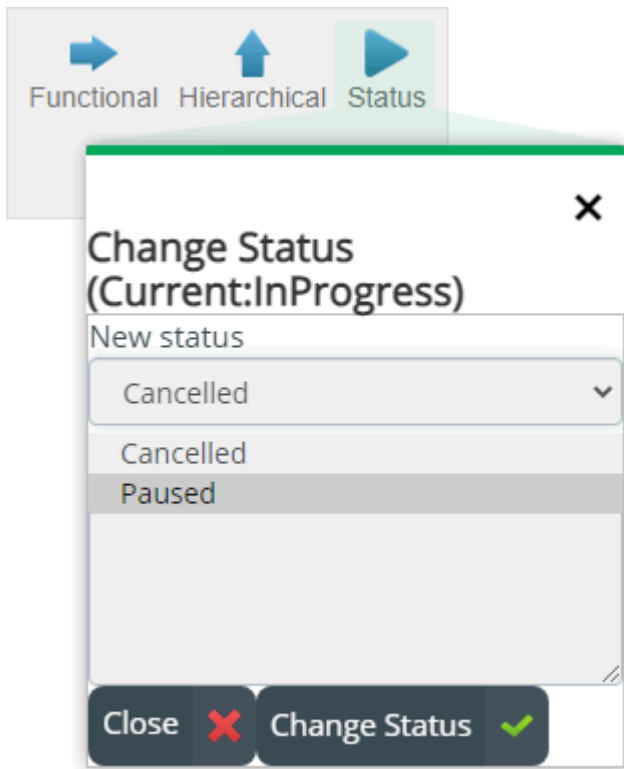
	<p>Start (Started or Draft) Indicates that the creation of a case has been started but is not completed, so it has not yet been assigned an SLA/Service Model and workgroup(s).</p>
	<p>In Progress The case has been successfully created and an SLA/Model and working group(s) have been assigned. The case is in the attention and solving process.</p>
	<p>Paused A case is manually changed to this status when during case attention, the advisor requires a result or response from users, groups or third parties to continue with the attention and solution of the case. This function avoids exceeding the maximum time per SLA/Model.</p>
	<p>Resolved This status indicates that the case is resolved and it has been confirmed that the reported service(s) have been restored.</p>
	<p>Closed The case Owner can close the case after verifying that it is resolved and the user has rated the service (By means of a service satisfaction survey).</p>
	<p>Canceled The case was dismissed.</p>

How to pause a case



To pause a case its current status must be InProgress.

1. Log in to the ITHelpCenter portal. Go to *Case Management > Console*. In the case grid, select the case to pause and double click on it or click on the **Resolve** button.
2. In the [case attention](#) window click on the **Status** button, the subwindow to change the status will open, select **Paused** in the drop-down field.



3. *Optional.* Enter the cause of the change and click **Change Status** In the main case attention window click on the **Update** button to refresh the case status to **Paused**.



To change the status to **InProgress** select the case and with the **Status** button change the state again.

How to cancel a case



To cancel a case its current status may be **InProgress, Paused or Resolved**.

1. Log in to the ITHelpCenter portal. Go to *Case Management > Console*. In the case grid, select the case to cancel and double click on it or click on the **Resolve** button.
2. In the [case attention](#) window click on the **Status** button, the subwindow to change the status will open, select **Canceled** in the drop-down field.
3. *Optional*. Enter the cause of cancellation and click on **Change Status**. The case will be automatically discarded and the attention window will close.

How to close a case

1. Log in to the ITHelpCenter portal. Go to *Case Management > Console*. In the case grid, select the case to pause and double click on it or click on the **Resolve** button.
2. A case can only be closed when the case is already in the last step of the model, where the **Closed** option will be available in the status drop-down field. Optionally enter a closing comment and select from the list a *result* and *cost* of the solution.

Finally click on the **Change Status** button, a message will be displayed indicating if the category, priority, urgency (Is Major) of the case was verified before closing, when the **OK** button is clicked the status will change to **Closed**. [See Category tool](#)

Did you verify that all the final data of the record is correct? (i.e: Category, Priority, is major)

When the OK button is clicked the status will change to **Closed**



New status Closed

To change status to Closed:

Change Status (Current:Resolved)

New status

Closed

Change Status Description

Result: Ok_software

Return cost: 0

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