

Create a new request record from an incident

ITHelpCenter is based on activities and service models, in those: steps, working groups, attention time, escalation type, possible results, among others are defined. While a new case is being created, ITHC automatically decides which model and SLA will be assigned according to defined rules.

1. Log into the ITHelpCenter portal. From the main menu, select *Case Management > Console*. In the case grid, select a case and double click on that record or click on the **Resolve** button. The case attention window will open. [See How to solve an Incident](#)
2. In the case attention window go to **Activities** tab.

32

'No Mech Mode' Error

Detail: 'No Mech Mode' Error Message displays on the Control Panel

Low

CAT Date: 12/07/2021

Current status: InProgress

Jordan Franklin Ford

Owner Internal

_Incident: IT Service\Printing\Incident

Home Same Cases Activities

Update New

Activities

Step	Case ID	Model	Activities	Results	Source Model	Position
Actions						
Analysis	0	General Request Fulfillment	MODEL	IN MODEL		Start
Analysis	0	General Problem	MODEL	IN MODEL		Start

Current step of the incident

Activity type

There're two ways to create new problem records from an incident:

1. [From the Model](#)
2. [Outside the Model](#)

From the Model

1. Click on the **Start** button next to the *General Request Fulfillment*. The *New activity* window will open:

In this window enter the basic data of the new request fulfillment record. The Step, Comment and Guide fields may already be filled in according to the service model configuration. Optionally enter Description.
Click on **Accept** button to save.

New activity

Select the step

Model step in which the activity (New problem) was configured

Analysis

Enter a comment

In this step you can create a new request record

Enter the guide

If required create a new request fulfillment record to implement the solution

Enter the description

Accept

Close

2. After saving, the window for adding relations with other cases will open. See How to use Link cases tool

x

1. Current **Incident case** and its **Category** will be pre selected.
Fill in the fields:
2. **Relationship type**: to define the type of relationship.
3. Enter the **Title(Subject)** and **Description** of the relationship between cases. Enter the Title(Subject) and Description of the relationship between cases.

Relationship Type	Description
Unknown relation	There is no direct relationship between the cases, but they may share similarities that allow them to be related. * This type of relationship is used just for information purposes.
This case is part of	There is a relationship between the cases, although the related case is not caused by the main case.
This case is the result of	The (related) case is caused by the main case. Example: Due to network problems (main case), a user does not have access to his email (related case).

Link Case

Select the case and fill in the following information

Select Case:

32 'No Mech Mode' Error

Category:

IT Service\Printing/Incident

Relationship type:

This case is the result of

Title:

Printer needs maintenance

Description:

Printer still displays error, needs maintenance

Accept

Cancel

- Click on **Accept** button to save. A window with the list of existing relationships will open. If necessary, select the current relationship to edit or create a new relationship.

Link Case

10

Go

1

Id SD case relation

Relations type name

Id SD case

Relations title

Relations description

MT title model

Category

Category name

Case Status

13	This case is t...	32	Printer needs main...	Printer still di...	General Inci...	IT Service\Pr...	Incident	InProgr...
12	Unknown rel...	32	Fuera del modelo	Fuera del mo...	General Inci...	IT Service\Pr...	Incident	InProgr...
11	This case is ...	32	'No Mech Mode' er...	Case related...	General Inci...	IT Service\Pr...	Incident	InProgr...
10	Unknown rel...	3	'No Mech Mode' er...	Case related...	General Inci...	Printing Serv...	Incident	InProgr...
9	This case is t...	28	'No Mech Mode' er...	Case related...	General Inci...	IT Service\S...	Incident	InProgr...

Edit

Delete

Add

View

- Once the relationships are created, the form to create the new request record will open.
By default it'll have the same category and detail of the incident selected, modify to create the new request.

Complete the following form

Case number: 35

Select user:

Change

(Usr 001) Jordan Ford Franklin

Notification Method:

Add

eMail (lever.Test@outlook ▼)

Urgency:

Medium ▼

Is major:

☐

Select Category

Category:

IT Service\Printing

Change

Details:

Printer or printing service request

Id MD SLA	SLA name	Model	Calendar	Max time	Normal time	Model Description
5	General Reques...	General Reques...	Default	2880	720	The main objective i...

Description

Impact:

Medium ▼

Priority:

Medium ▼

Title: ☐

Printer maintenance

Description: ☐

Change adapter of the printer

After request record is created, the *Activities* info will be updated:

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Analysis	34		RUNNING		OUT MODEL	View Edit Messages
Analysis	35	General Request Fulfillment	RUNNING		IN MODEL	View Edit Messages
Analysis	33	General Problem	RUNNING		IN MODEL	View Edit Messages

Click on Edit button to open the attention window of the request record
*Only for Owners

Outside the Model

- Click on the **New** button. The *New activity* window will open: In this window enter the basic data of the new request record: *Step, Comment, Guide and Description*. Click on **Accept** button to save.
- After saving, the window for adding relations with other cases will open. See How to use Link cases tool
x
 - Current incident case and its Category will be pre selected.
Fill in the fields:
 - Relationship type:** to define the type of relationship.
 - Enter the **Title(Subject)** and **Description** of the relationship between cases. Enter the Title(Subject) and Description of the relationship between cases.

Relationship Type	Description
Unknown relation	There is no direct relationship between the cases, but they may share similarities that allow them to be related. * This type of relationship is used just for information purposes.
This case is part of	There is a relationship between the cases, although the related case is not caused by the main case.
This case is the result of	The (related) case is caused by the main case. Example: Due to network problems (main case), a user does not have access to his email (related case).

- Click on **Accept** button to save. A window with the list of existing relationships will open. If necessary, select the current relationship to edit or create a new relationship.
- Once the relationships are created, the form to create a new case will open. By default it'll have the same category and detail of the incident selected, modify to create the new case.

[See How to create a new incident record](#)

[See How to create a new problem record](#)

After request record is created, the *Activities* info will be updated:

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Analysis	0	General Request Fulfillment	MODEL		IN MODEL	Start
Analysis	33	General Problem	RUNNING		IN MODEL	View Edit Messages

New activity outside the model

From:

<http://leverit.com/ithelpcenter/> - **IT Help Center**

Permanent link:

http://leverit.com/ithelpcenter/en:advisor:create_req_inc

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