

## Link tool

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### How to link case(s)


1. Click on the **Link button** or the **Related Cases button**<sup>1)</sup> to open the window to edit relationships:



2. To add one or more related cases, click on the **Add** button, the following window will open:

Link Case ✕

Select the case and fill in the following information



Select Case:  

Category:

Relationship type:

Title:

Description:

Accept  Cancel 

3. Select Case to link: Click on  to open the *Advanced search*:

Link Case
✕

Show All
  Filter by all
  Filter by columns

Search

10 ▾

Go

1

Id SD case	Case title	Id SD case MT	Category	Category name	Case Status	MT title model	Id SD case parent
2	Web printing ...	2	Printing Serv...	Incident	InProgress	General Inci...	0
3	Web printing ...	3	Printing Serv...	Incident	InProgress	General Inci...	0

\* Search filtering by (All or Column): Case number, category, category name, Status, Model, SLA ID, etc.

Use selected record

\* Or select a case from the full list.

Select from the list and click on **Use selected record**.

4. After the case selection:

1. **Category** will be autocompleted.

2. Fill in the fields:

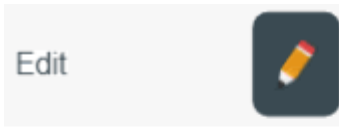
**Relationship type:** to define the type of relationship.

Enter the **Title(Subject) and Description** of the relationship between cases.

Relationship Type	Description
<span style="color: #e67e22;">Unknown relation</span>	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.
<span style="color: #e67e22;">This case is part of</span>	There is a relationship between the cases, although the related case is not caused by the main case.
<span style="color: #e67e22;">This case is the result of</span>	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).

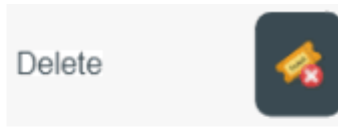
IT Help Center - <http://leverit.com/ithelpcenter/>

## Edit/Delete/View related cases

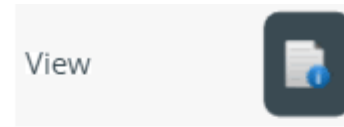


Select the case in the grid and click on the **Edit button**, info that could be edited:

- \* Relationship type
- \* Title
- \* Description



Select the case in the grid and click on the **Delete button**, the relationship between cases will be deleted.



Select the case in the grid and click on the **View button**, a new window will open. Tabs:

- \* Information: Case basic information.
- \* Permissions: Displays the users related to the case. **Owner, Handler, Manager Informed, User, etc.**
- \* Graphic: Chart of the steps configured in the model service assigned to the case.

1)  
from the case management console

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Last update: **2021/07/13 21:43**

