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 beign created, ITHC automatically decides which model and SLA will be assigned according to defined rules.

- 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								
_ow	Current status: InProgress							
CAT Date:1	Jordan Franklin Ford							
						Owner Internal		
		Incident:IT Service\Printing\Incid	lent					
Home S Update Ne Activities	Same Cases	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 ster	p ent	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 problem record*. The *New activity* window will open:

In this window enter the basic data of the new problem 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 n	ew problem record	
Enter the quide		,
If there is a problem as an ide	ntified cause, create a new case corresponding to the problem	
Enter the description		

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

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- 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).

Select the case and hit in th	le following information	
Select Case:	32 'No Mech Mode' Error	Q
Category:	IT Service\Printing/Incident	
Relationship type:	This case is part of	~
Title:		
'No Mech Mode' error		
Description:		,
Case related, same printer	model	

3. 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.

						10 🗸	Go	1	Edit
Id SD case relation	Relations type name	ld SD case	Relations title	Relations description	MT title model	Category	Category name	Case Status	Delete
13	This case is t	32	Printer needs main	Printer still di	General Inci	IT Service\Pr	Incident	InProgra	Add
12	Unknown rel	32	Fuera del modelo	Fuera del mo	General Inci	IT Service\Pr	Incident	InProgra	
11	This case is	32	'No Mech Mode' er	Case related	General Inci	IT Service\Pr	Incident	InProgr	View
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	InProgra	

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

See How to create a new problem record

Complete the following form								
Case number: 33								
Select user:				Notification N	lethod:			
Change	Change (Usr 001) Jordan Ford Franklin Add eMail (lever.Test@outlook							
Urgency: Is major:								
Medium	Medium 🗸 🗆							
Select Categ	ory							
Category:	IT Serv	vice\Printing				Change		
Details:	Details: Printer or printing service problem							
Id MD SLA	LA SLA name Model Calendar Max time Normal time Model Description							
3	General Proble	eral Proble General Problem Defaul		2880	720	The main objective i		
4						•		
Description	ı							
Impact:				Priority:				
Low			~	low		~		
Title: 🗆								
No mech m	node error							
Description:								
No mech m Please doci Workaroun	Description: No mech mode error related to printers model PR890 Please document and create new Known error and Workaround records							

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

_Incident:IT Service\Printing\Incident			Jordan Franklin Ford
_Incident:IT Service\Printing\Incide			
	ent		Owner Internal
Activities			
Model	Activities Re	sults Source Model	Position
General Request Fulfillment	MODEL	IN MODEL	Start 4
General Problem	RUNNING	IN MODEL	View • Edit / Messages •
	Activities Model General Request Fulfillment General Problem	Activities Model Activities Ref General Request Fulfillment MODEL General Problem General Problem RUNNING General Problem	Activities Model Activities Model Activities Results Source Model General Request Fulfillment MODEL General Problem RUNNING IN MODEL

Outside the Model

- Click on the **New** button. The *New activity* window will open: In this window enter the basic data of the new problem record: *Step, Comment, Guide and Description*. Click on **Accept** button to save.
- 2. After saving, the window for adding relations with other cases will open. See How to use Link cases tool

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- 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).

- 3. 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.
- 4. 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 problem record is created, the *Activities* info will be updated:

	32		'No Mech M Detail: 'No	'No Mech Mode' Error Detail: 'No Mech Mode' Error Message displays on the Control Panel						
	Low				Current status: InProgress					
	CAT Date:12/0	07/2021						Jordan Franklin Ford		
								Owner Internal		
	_		_Incident:IT \$	Service\Printing\Incident						
	⊷ Home San	ne Cases	Activities							
			louvilloo							
	Update New									
	Activities									
	Step	Case ID	Model		Activities	Results	Source Model	Position		
	Actions									
Г	Analysis	34			RUNNING		OUT MODEL	View • Edit · Messages •		
	Analysis	0	General Reque	est Fulfillment	MODEL		IN MODEL	Start 🔺		
	Analysis	33	General Proble	em	RUNNING		IN MODEL	View Edit / Messages		
T	New activity ou	tside the mod	del							

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Last update: 2021/12/02 14:46