How to create a new case

Ways to create a new case:

- Case creation in the ITHelpCenter portal
- Envío de correo electrónico

Case creation in the ITHelpCenter portal

- 1. Login to the ITHelpCenter¹ portal with the user assigned by the ITHC² administrator.
- 2. In the menu on the left select the option **Create New Case**.
- 3. *Selection of the subject of the case* Selection or search for the category most related to the case:
 - 1. Normal search

In the text field enter a word or phrase that best describes the case.³⁾

Example: can't print.

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↑ Home	Service D	esk Create a New C	Case							ø
Service Desk								Search cat	egory	
 Create a New Case 			En	ter words or phrase	s that best describe the software or	application				
Check my Cases		can't print								
🗖 Information Manager 🛛 🚽					Exact Phrase					
	Catego	ry Ca	itegory Det	ail	Path	Knowledge		Action		
	Incident	t The	e web printi	ng service is failing	Printing Service\Web printing\Un	0 Self Help:		Se	elect	
	Incident	t Paj	per jam whi	e trying to print	IT Service\Printing	0 Self Help:		Se	elect	
	Incident	t Un	able to Prin	From a Mobile D	IT Service\Printing	0 Self Help:		Se	elect	
	Incident	t Ov	erall print q	uality is poor	IT Service\Printing	0 Self Help:		Se	elect	
	Incident	t The	e local print	er is failing	Printing Service\Unknown	1 Self Help:		Se	elect	
					1					



Knowledge: Articles of the Knowledge base linked to selected Category,

click on link to display.



Click on the category detail to see the full text.

By enabling the **Exact Phrase** option, it will only show results that contain the same phrase entered in the text field, it will not show matches of the same words in different order. Example: unable to print

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Service Desk Create a Ne	ew Case				ø
	Enter words or phrases	; that best describe the software or	application	Search category	
	unable to print		Q		
		Exact Phrase			
Category	Category Detail	Path	Knowledge	Action	_
Incident	Unable to Print From a Mobile D	IT Service\Printing	0 Self Help:	Select	

2. Search Category

In the drop-down list field select category(ies):

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Service Desk Create a New Case		ø
		Normal search
	Select category	
Category 1	~	
	Security Service Printing Service Payroll Service	
The next category will be displayed according the previous category selection	IT Service	
		-

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						Normal search	~
			Select category				
	Category 1	IT Servi	ce	~			
	Category 2	Printing	5	~			
Category	Category Detail		Path		Knowledge	Action	
ncident	Paper jam while trying to	print	IT Service\Printing		0 Self Help:	Select	
ncident	Printer does not turn on		IT Service\Printing		0 Self Help:	Select	
ncident	Unable to Print From a M	obile D ×	IT Service\Printing		0 Self Help:	Select	
ncident	Unable to Print From Mobile Device	a	IT Service\Printing		0 Self Help:	Select	
ncident			IT Service\Printing		0 Self Help:	Select	
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- 3. Click on the **Select** button of the detail category that most closely matches the case to be reported.
- 4. After the category is selected, the case creation form will open:

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	Service	Desk Create a New Case				ø	
Category and Detail according to the previous selection. Click on the Change button to modify		Complete the following form to submit yo Category: IT Service\Printing Detail: Printer error message Subject:	OUT Ca	ASE Inge Category Change)	5
Enter the case		V Subject:	Low	ency:	~		Urgency:
Describe what happened: Detail of the case to report, indicate what happens, frequency, errors, etc.		Describe what happened: Printer is not detected and displays an error message				8	which the use the solution. Select in the drop-down fiel value
Autocompleted Autocompleted according to the user that creates the case		Notification Method: Mail (leverit.test@outlook.com) Submit Case Cancel Cancel Cancel	Atta Atta Atta Atta Atta	ched files: 0 Attach file utton with the	Ø)	Optional: Attach files to i.e: Error imag

1. Optional: Attach file(s)

Allows to add files (error images, event logs, etc.) to the case. Click on **Add** button to attach file(s), once the file is added, close window and the attached files count will be updated.

Recommended maximum file size is 10MB.

to attach a new file		
Add 🕂 Update ≷		
File	Description	Click to delete attachment

5. Once the form is completed, click on the **Submit Case** button, a pop-up window will appear with the assigned case number, and when the **OK** button is clicked, the window with the case summary will open.



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Servic	e Desk Create a Ne	w Case			ø
4 Lo CAT 14/0	5 w [Date: 07/2021 10:07 AM	I can't print Printer is not detected and displays an error message		Att	3
At	tention:	Messages:		Messa	age:
Cur	rent Step: Analysi	S			

Email case creation

1. To create a case by email, from any mail client, compose an email with the following characteristics:

- To: Corporate mail account enabled to receive end-user requests.
- Subject: Descripción general del caso.
- **Mail body:** Describe what happened, detail of the case to report, indicate what happens, frequency, errors, etc.
- Attached file(s): Mail attached file(s) will be linked to the case.
 Recommended maximum size for attachments for cases created by mail: 4MB.

8	5 0 1		Blur	red printin	g - Mes	sage (HTN	/L)	Ŧ			×
File	Message	Insert	Options	Format	Text	Review	Help	Q Te	ll me		
Paste Clipboard	K Calibr B i K P K P K P K P K P K P K P K P	i (Body) TUE A~ Basic T	$\begin{array}{c c} \bullet & 11 & \bullet \\ \bullet & \frac{1}{3} & \bullet \\ \hline \bullet & \frac{1}{3} & \bullet \\ \hline \end{array}$	A A E A A A A A A A A	Address Book Na	s Check Names mes	0 Atta	ch File ~ ature ~ lude	I I I Tags	, 2	~
۲ Send	From ▼ To Cc	enduser@ma <u>servicedesk</u> (iil.com corp@mail.c	<u>om</u>							
	Bcc										
	Subject	Blurred print	ing								
Greetin With th prints i Please	Greetings, With the DL printer series #8PN90 all prints are blurry and after the last maintenance it no longer prints in color. Please check as soon as possible, as I have not been able to generate reports for other areas.										
Inanks	s for your n	eip.									

2. The system will receive the email sent by the user and it will be processed as a new case, allowing the user to review the case. See: How to check a case



Generally, the user will receive notification of case creation by email, informing of the case number assigned along other case info.

From: http://www.leverit.com/ithelpcenter/ - **IT Help Center**

Permanent link: http://www.leverit.com/ithelpcenter/en:user:create_case

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