

Case Information tool

Click on the **Case** button, a case information window will open, it includes 3 tabs: Information, Permissions, Graphic

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- [Graphic](#)

Information tab

Case information summary:

Case Information
✕

Information
Permissions
Graphic

Value	Description
Id SD case	22
Id SD case parent	0
Case Status Incident current status ▶	InProgress
Case is major	
Case title	Monitor issues
Case count time	0
Case count time pause	0
Case count time resolved	0
Case date resolved	Mon Jun 28 2021 11:22:20 GMT-0500 (hora estándar de Colombia)
Case date closed	Mon Jun 28 2021 11:22:20 GMT-0500 (hora estándar de Colombia)
Case date last cut	Mon Jun 28 2021 15:46:20 GMT-0500 (hora estándar de Colombia)
Id SD case source type	
Id CMDB user contact type	4
Id MD category detail initial	38
Id MD category detail final	38
Source type name Case source type ▶	PERSON
Case date start	Mon Jun 28 2021 11:22:20 GMT-0500 (hora estándar de Colombia)
Case description	While woking the user has started to notice that sometimes the rfo...
Case final summary	
Case return cost	0
Case return	
Id user	93
CATEGORY	IT Service\Hardware Support
Category name	Incident
Priority name	low
Id SD case MT	16
Case MT status	InProgress
Case MT set functional level	1
Case MT set hierarchy level	0
Case MT set ls name step	Analysis
Case MT set ls status number	1
SLA name SLA assigned ▶	General Incidents
Id SD who to case cancelled	0
MT comment SM	The main objective is to return service to users as soon as possible...
MT guide text	This Incident record was created because it was identified at a verif...
Service type name	Incident ▶ Service type: Incident, Problem, Request fulfilment, Request for Change
MT max time	480
MT normal time	120
ID SD SCALE TYPE FUNC	
ID SD SCALE TYPE HIER	
Case MT count time	0
Case MT date cancelled	Thu Jan 01 1970 00:00:00 GMT-0500 (hora estándar de Colombia)
Case MT date last cut	Mon Jun 28 2021 15:46:20 GMT-0500 (hora estándar de Colombia)
Activities date cancelled	Thu Jan 01 1970 00:00:00 GMT-0500 (hora estándar de Colombia)
Activities date closed	Thu Jan 01 1970 00:00:00 GMT-0500 (hora estándar de Colombia)
Activities date creates	Thu Jan 01 1970 00:00:00 GMT-0500 (hora estándar de Colombia)
Id SD running source model	
Id SD running status	
Id SD case	22
Id SD case activities	0
Id SD case MT ATV parent	0
Id SD case ATV parent	0

Close

Permissions tab

Case assigned users:

Case Information ✕

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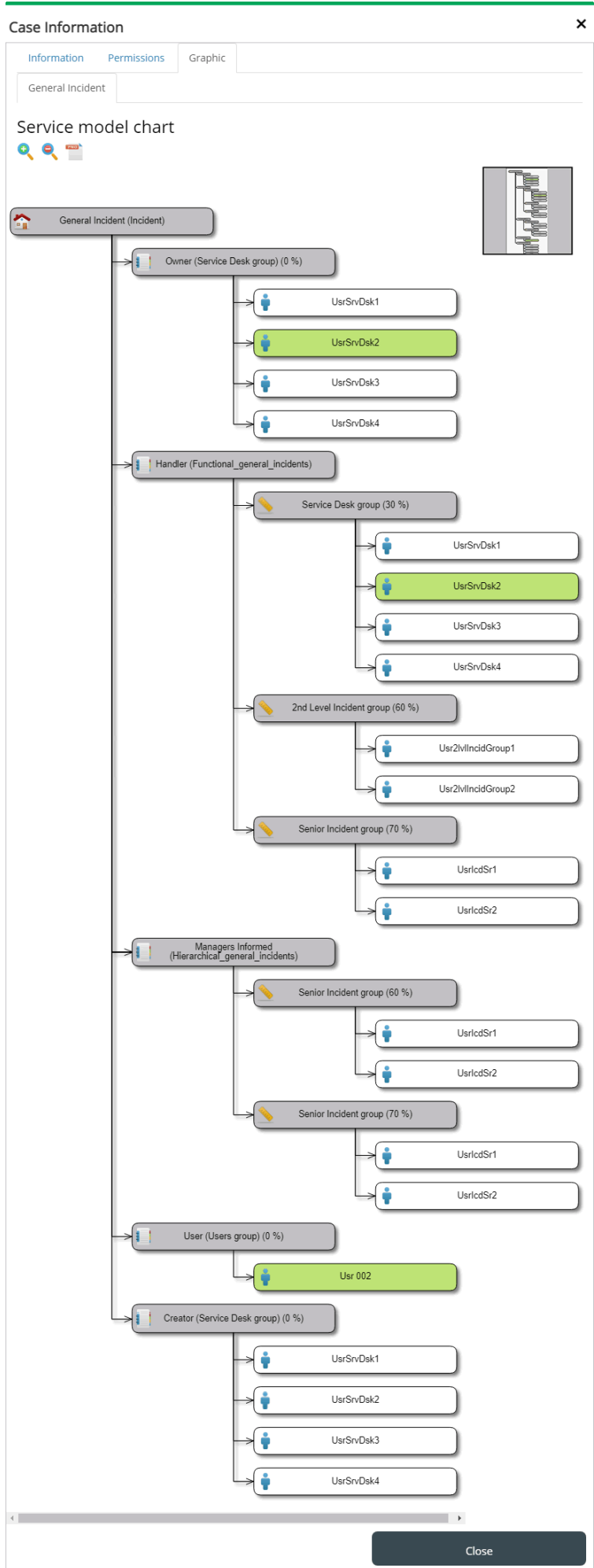
Id SD case	Id SD who to case	Who to case	SD who to case	Type user	CI GENERIC NAME	First name	Last name	Middle name
22	111	Active	Internal	Owner	UsrSrvDsk2	Isabella	Sullivan	Williams
22	112	Active	Internal	User	Usr 002	Aaliyah	Kelley	Myers
22	113	Active	Internal	Handler	UsrSrvDsk2	Isabella	Sullivan	Williams

Close

User Type:
Owner: Case owner
User: Final user
Handler: Case advisor

Graphic tab

Chart of the service model/user groups (by type) assigned to case:



From:

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Last update: **2021/07/01 18:15**

