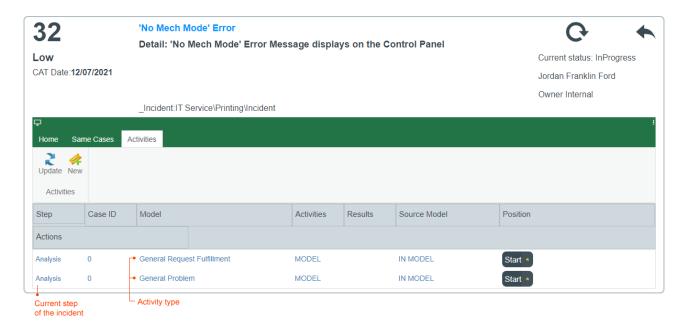
Create a new problem record from an incident

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 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.



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

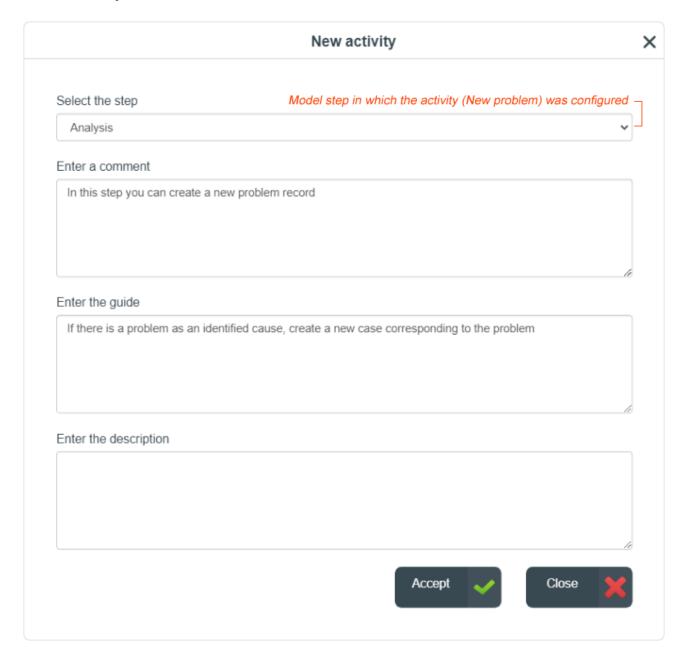
- 1. From the Model
- 2. Outside the Model

From the Model

 Click on the **Start** button next to the *General problem record*. The *New activity* window will open: Last update: 2022/07/22 02:20

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.

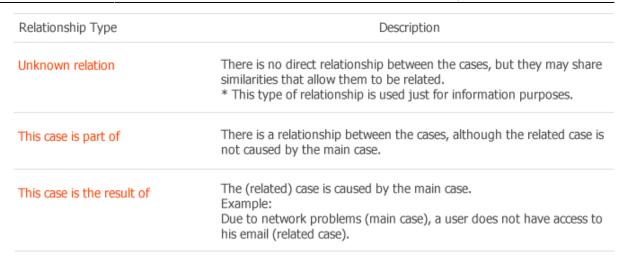
Click on **Accept** button to save.

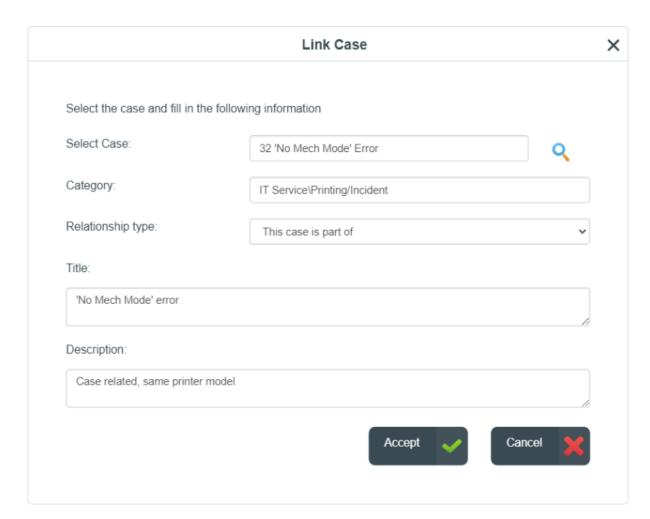


2. After saving, the window for adding relations with other cases will open. See How to use Link cases tool

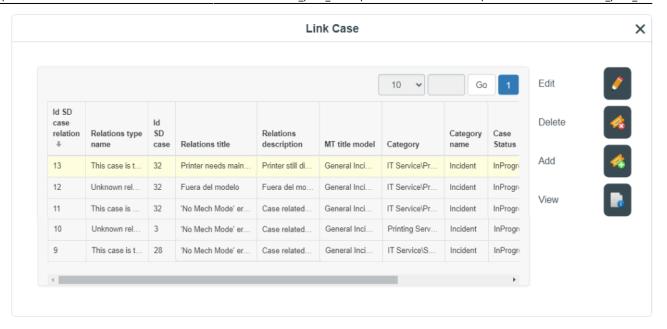
X

- 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.



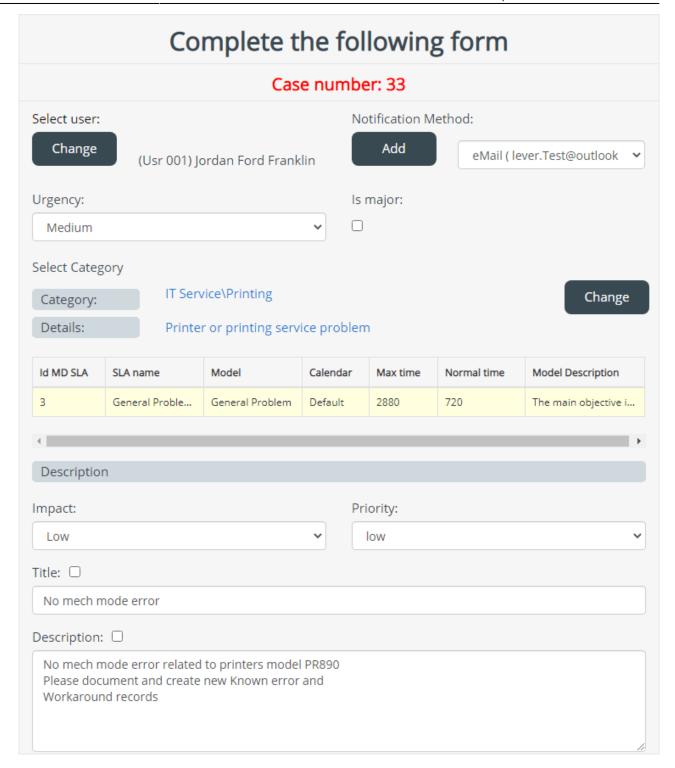


3. Click on **Accept** button to save. A window with the list of existing relationships will open. If necessary, select the current relationship to edit or create a new relationship.

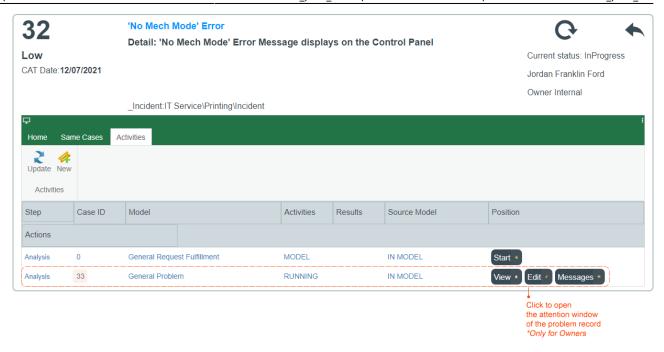


4. Once the relationships are created, the form to create the new problem record will open. By default it'll have the same category and detail of the incident selected, modify to create the new problem.

See How to create a new problem record



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



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

X

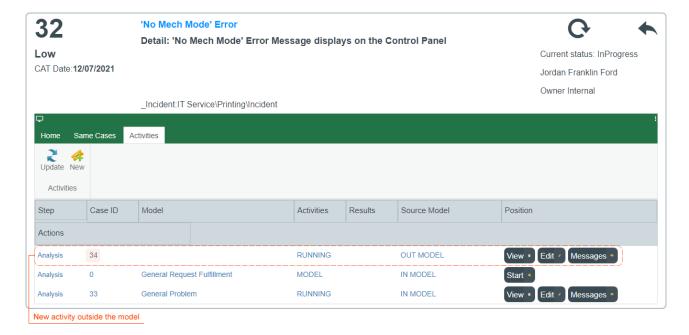
- 1. Current incident case and its Category will be pre selected. Fill in the fields:
- 2. **Relationship type:** to define the type of relationship.
- 3. Enter the **Title(Subject)** and **Description** of the relationship between cases. Enter the Title(Subject) and Description of the relationship between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

- 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:



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