

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

1. 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
 Low
 CAT Date: 12/07/2021
 Current status: InProgress
 Jordan Franklin Ford
 Owner Internal
 _Incident:IT Service\Printing\Incident

Home Same Cases **Activities**

Update New
 Activities

Step	Case ID	Model	Activities	Results	Source Model	Position
Analysis	0	General Request Fulfillment	MODEL	IN MODEL		Start
Analysis	0	General Problem	MODEL	IN MODEL		Start

Current step of the incident
 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 new problem record

Enter the guide

If there is a problem as an identified cause, create a new case corresponding to the problem

Enter the description

Accept✓

Close✕

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

×

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).

Link Case ✕

Select the case and fill in the following information

Select Case:

Category:

Relationship type:

Title:

Description:

Accept Cancel

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.

Link Case ✕

10 Go 1

Id SD case relation ↓	Relations type name	Id SD case	Relations title	Relations description	MT title model	Category	Category name	Case Status
13	This case is t...	32	Printer needs main...	Printer still di...	General Inci...	IT Service\Pr...	Incident	InProgr
12	Unknown rel...	32	Fuera del modelo	Fuera del mo...	General Inci...	IT Service\Pr...	Incident	InProgr
11	This case is ...	32	'No Mech Mode' er...	Case related...	General Inci...	IT Service\Pr...	Incident	InProgr
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	InProgr


<>


Edit


Delete


Add

View









- 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 Method:

Change (Usr 001) Jordan Ford Franklin Add eMail (lever.Test@outlook ▾)

Urgency: Is major:

Medium ▾

Select Category

Category: IT Service\Printing Change

Details: Printer or printing service problem

Id MD SLA	SLA name	Model	Calendar	Max time	Normal time	Model Description
3	General Proble...	General Problem	Default	2880	720	The main objective i...

◀ Description ▶

Impact: Priority:

Low ▾ low ▾

Title:

No mech mode error

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:

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Activities

Step	Case ID	Model	Activities	Results	Source Model	Position
Actions						
Analysis	0	General Request Fulfillment	MODEL		IN MODEL	Start
Analysis	33	General Problem	RUNNING		IN MODEL	View Edit Messages

Click to open the attention window of the problem record
 *Only for Owners

Outside the Model

1. 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.
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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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Same Cases
Activities

Update

New

Activities

Step	Case ID	Model	Activities	Results	Source Model	Position
Actions						
Analysis	34		RUNNING		OUT MODEL	View Edit Messages
Analysis	0	General Request Fulfillment	MODEL		IN MODEL	Start
Analysis	33	General Problem	RUNNING		IN MODEL	View Edit Messages

New activity outside the model

From:

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

Permanent link:

http://www.leverit.com/ithelpcenter/en:advisor:create_prob_inc

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