

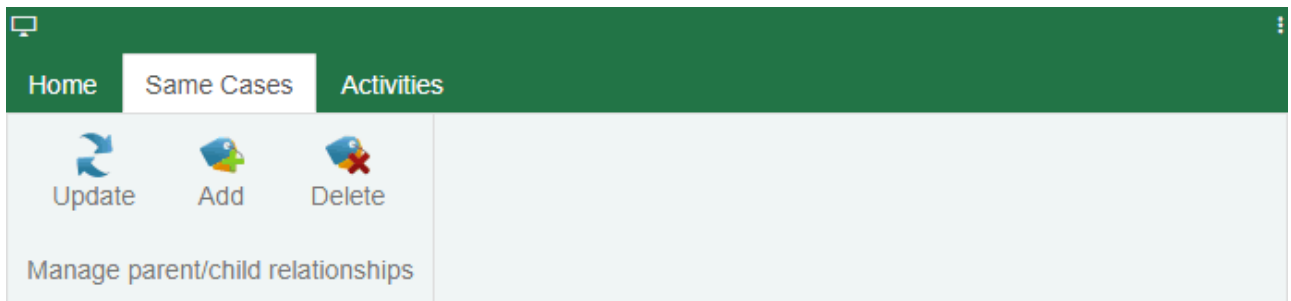
Parent-Child relationships between cases


With this tool you can add parent/child relationships between cases. General characteristics of relationships of this type:

- A parent can be added to a case.
 - A case defined as parent can have several related cases as children.
 - When the parent case is closed or cancelled, the child case or cases will have the same status.
-
- [Add a parent to the case](#)
 - [Delete children of a parent](#)

Add a parent to the case

1. In the *case attention* window go to **Same Cases** tab.



Monitor issues		
	While working the user has started to notice that sometimes the monitor flickers or show waves.	
22	Parent	Children

General Incident: Monitor issues Maximum time: 480 Priority: low


2. Click on the **Add** button, the window to *add parent relationship* will open:

Search for a case by criteria such as: *Case number, title, description, model, category, etc.*

Or select from the complete list of cases (Show all).


Add parent relationship 22 ✕

Show All Filter by all Filter by columns

monitor Search 

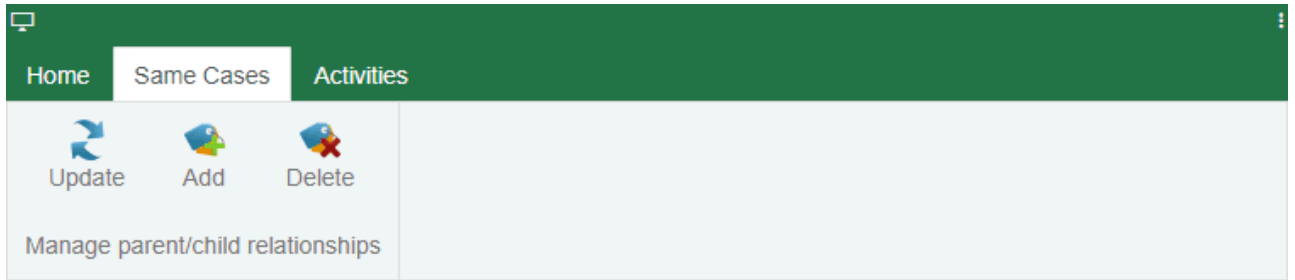
10 Go 1

Id SD case	Case title	Id SD case MT	Category description	Category name	MT title model	Id SD case parent	Id SD case status	Id SD status	Id SLA
9	Monitor problem	7	Hardware...	Problem	General Pro...	0	3	2	3
26	26 IT Service\Incident A.	19	Monitor is...	Incident	General Inci...	0	3	2	1

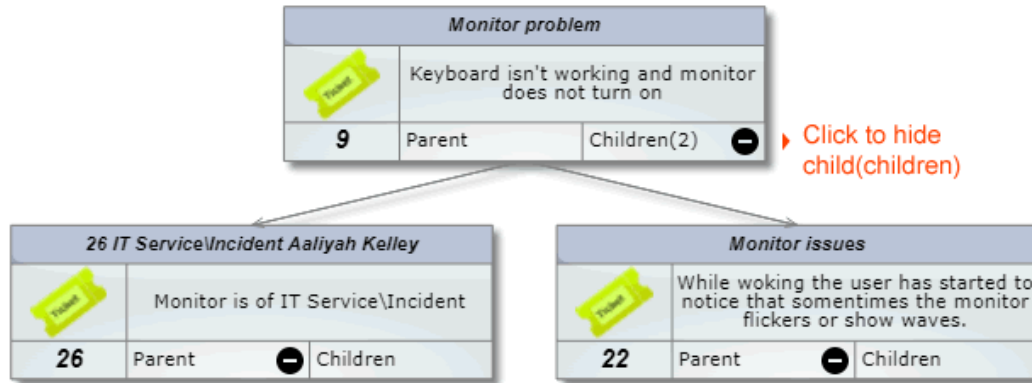
Use selected record 

Select a record and click on the **Use selected record** button.

3. After adding the relationship, it can be graphed by clicking on the icon



Parent case
(2 children related)



* Click on each case to display its basic info below the relationship graph

Delete children of a parent

1. In the case grid, select the parent case and double click on that record or click on the **Resolve button**. In the *case attention* window go to **Same cases** tab.
2. Click on the **Delete** button, the window to *delete parent relationship* will open:

It is recommended to use the option *show all*, it will list all cases that are children of that parent.

Or you can search for a case by criteria such as: *Case number, title, description, model, category, etc.*

Delete 9 ✕

Show All Filter by all Filter by columns

10 ▾ Go 1

Id SD case	Case title	Id SD case MT	Category description	Category name	MT title model	Id SD case parent	Id SD case status	Id SD status	Id SLA
22	Monitor issues	16	Monitor issues	Incident	General Inci...	9	3	2	1
26	26 IT Service\Incident A.	19	Monitor issues	Incident	General Inci...	9	3	2	1

Use selected record

Select a record and click the **Use Selected Record** button to delete that child relationship.

3. After deletion, the relationships and their respective graph will be updated.

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