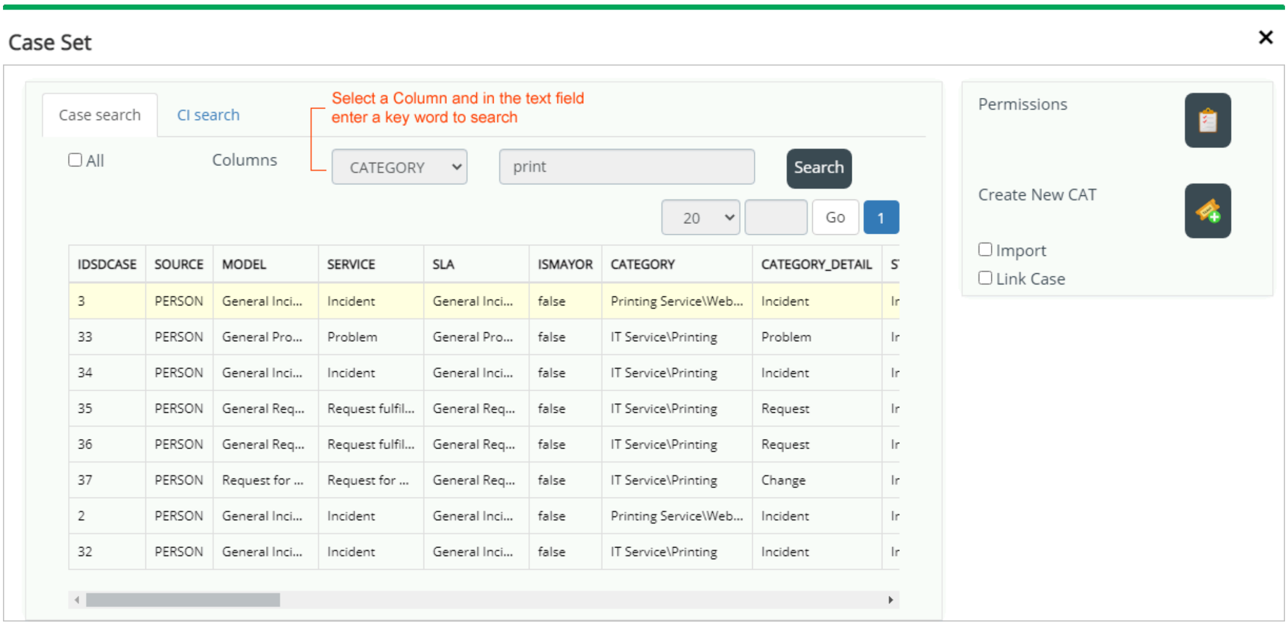
Quick ways to create a case

Create from an existing case

1. Log into the ITHelpCenter portal. From the main menu, select *Case Management* > *Console*. In the console tool panel, on the right side of the screen, click on the button **Create complex Case**. A new window will open to search in the list of recorded cases.

2. Search for a case by criteria such as: *Case number, source, category, status, priority, sla, owner, handler, end-user, etc.*
   Or select from the complete list of cases:



3. Select a record and click on **Create New Cat** to open the case creation form. Additional options:

   - **Import:** With this option, the fields: *Urgency, Category, Detail, SLA/Model, Impact, Priority, Title and Description* in the case creation form will be filled with the same information of the selected case.
   - **Link Case:** With this option, the window for adding relations with other cases will open before the case creation form:

     Selected case and its **Category** will be pre selected.

Fill in the fields:
Relationship type: to define the type of relationship and enter the **Title(Subject)** and **Description** of the relationship between cases.

See How to use link tool

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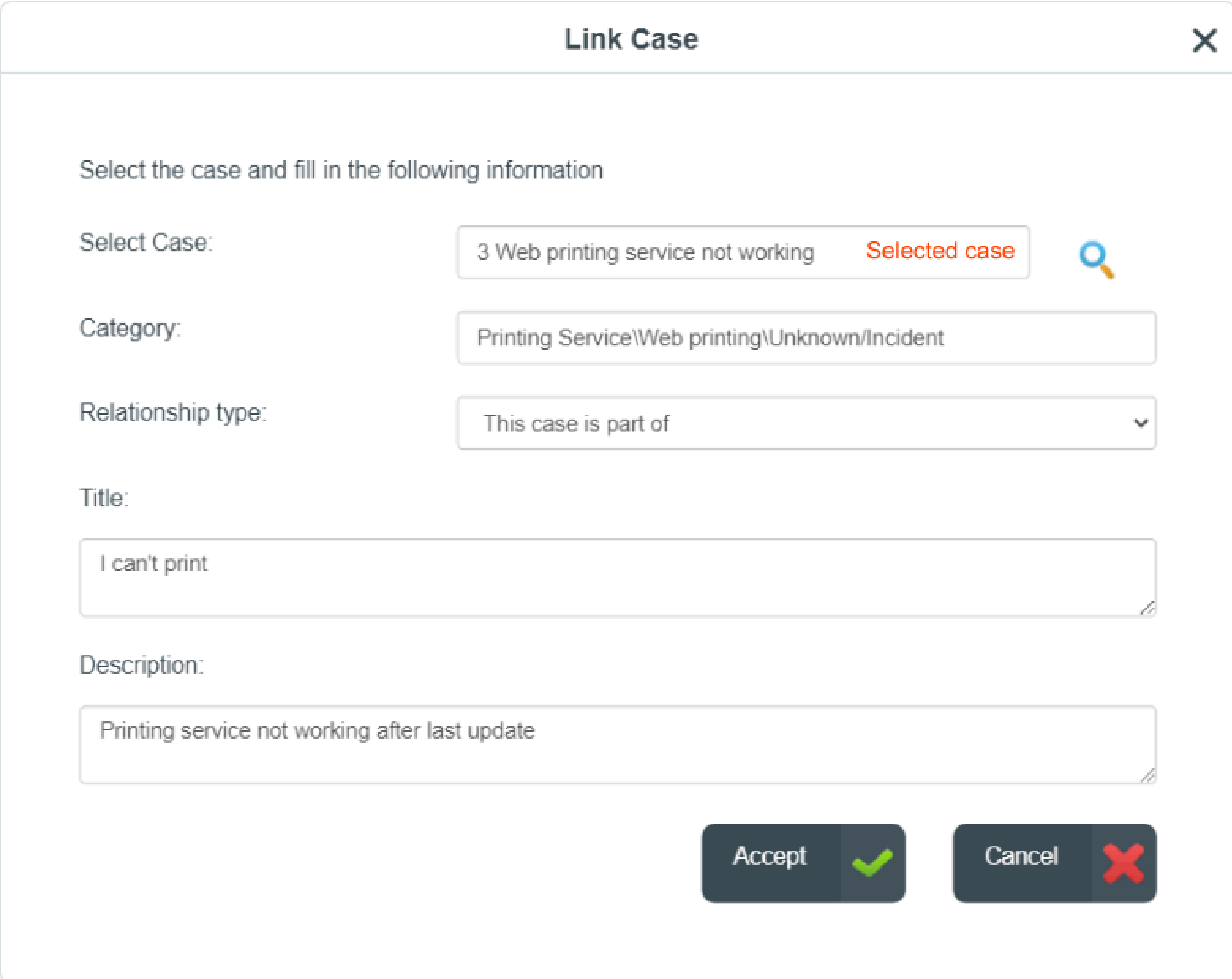
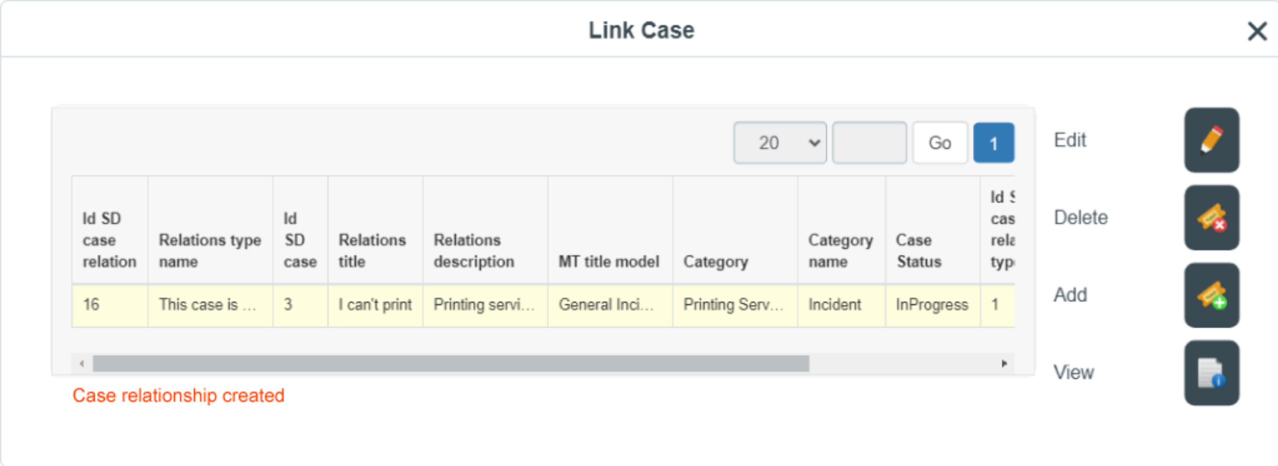
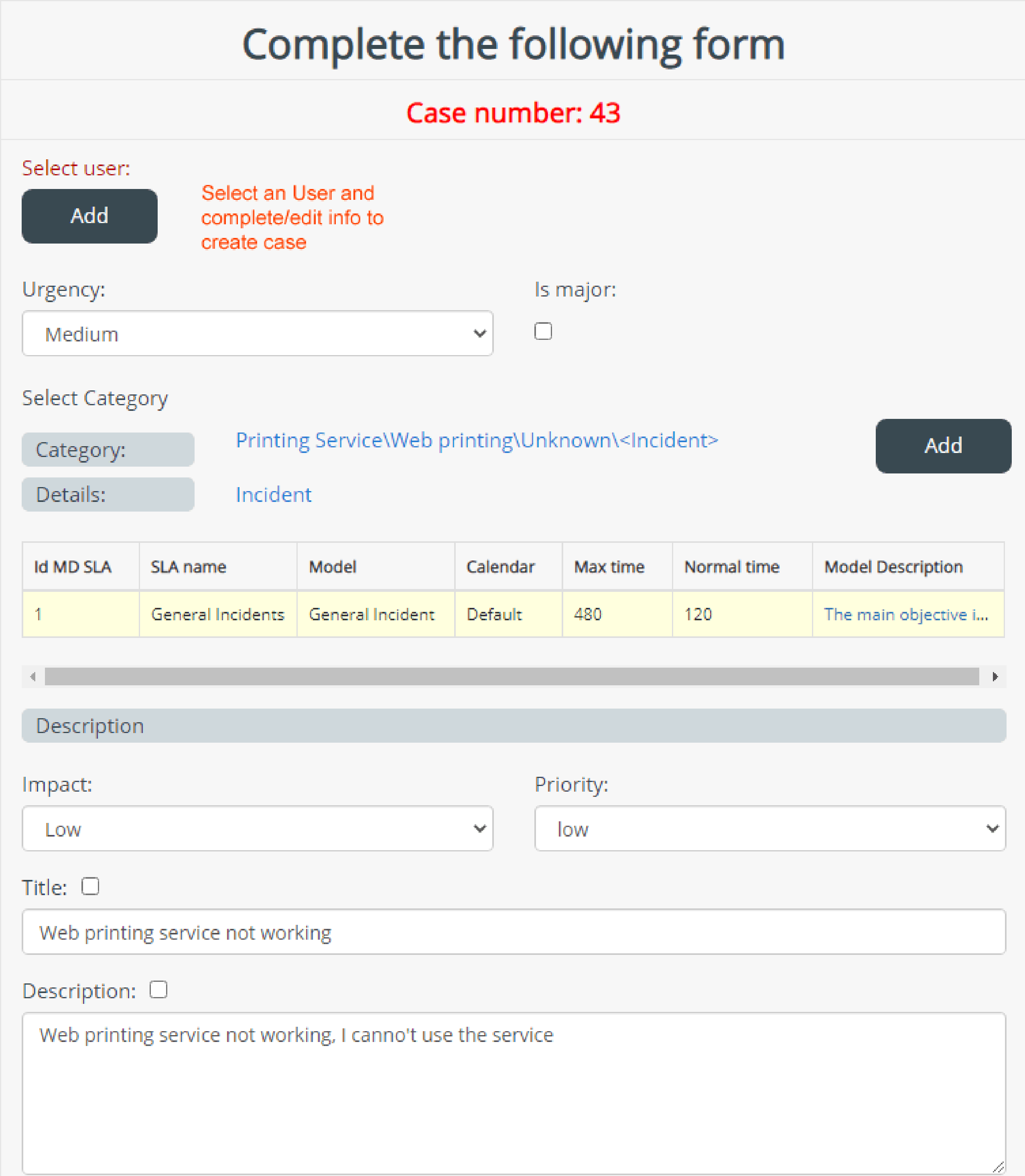
Import and Link Case enabled:



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



Once the relationships are created, the form to create a new case will open. Complete or edit the case info and clic on **Add case** button.



Apply a Template

See How to use template tool

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1. When creating the new case, click on the **Template button.**

2. In the *Case Template* window, select the template and click on the **Export button.**
   The fields: *Urgency, Title and Description* in the case creation form will be filled with the information saved in the template.

Activate the **Other user** check box to view the templates created by other advisors.
When applying the template the *category* can be completed if it has been saved in the template, but in the new case the category is required to be selected again for SLA/Model recalculation.