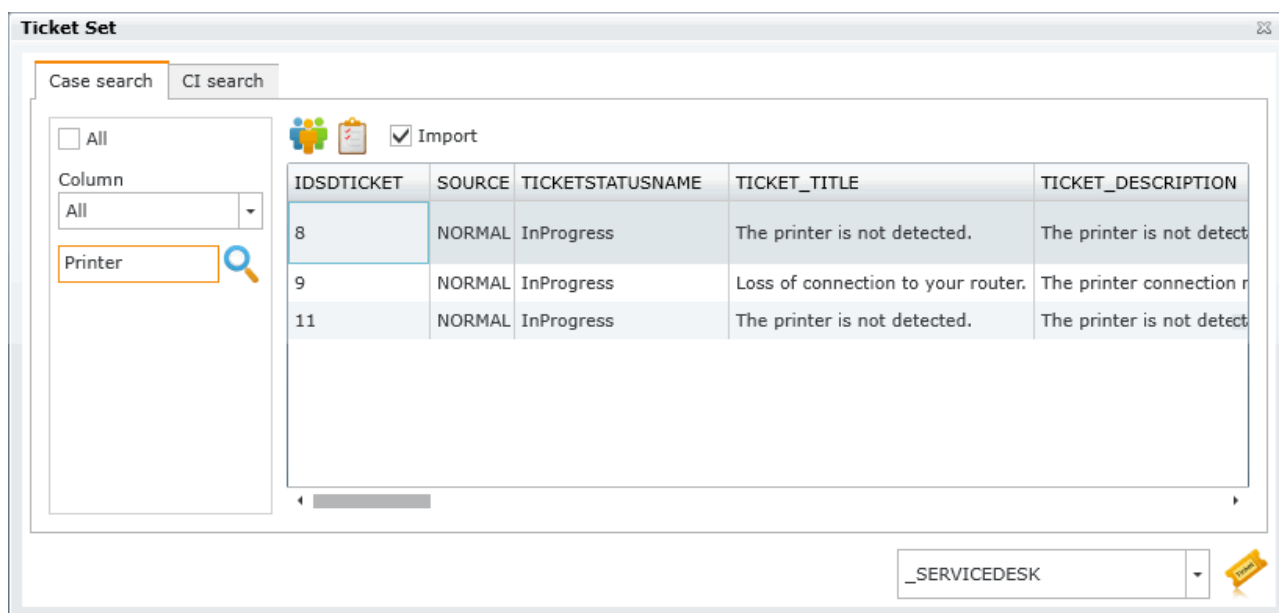



# Quick ways to create a new case

## Copy from previous case

- Here you can create a new case based upon an existing one. Once you clic on **Set Case**, a Search screen will open where you can search in the list of recorded cases or by CI.



- Click on checkbox to list all recorded cases. Or search by **Column** and click on  to find coincidences.  
Highlight a record and click on icon to see **Owner, User and Handler** of the case:
- Owner:** Case owner, first support contact.  
**User:** User who reported the issue.  
**Handler:** Functional, adviser.
- Highlight a record and click on icon to review the case record.
- Click on checkbox to activate data import from an existing case.

- Select a record and click on  to create a new case<sup>1)</sup>. The new case will have the information of the selected record. Make sure **Import** option is checked.

### Copied data:

- o Description
- o Title
- o Category
- o SLA

Ticket number: 20

Select user :

Description :  
The printer is not detected in peak hours.

Title :  
The printer is not detected.

Information: Select a category  
Category : Security Service\Unknown\<Failing>  
Detail : Failing

WorkArrown Count 0

IDMDSL	SLANAME	TITL	MAXTIME	NORM
1	Incident_general	Incid	480	120
2	Incident_Major	Incid	480	120


Urgency : Medium Impact : High  
Priority : High  
Is Major:

Attachments

Name file	Description
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CI Affected

NAME	DEFINE	SERIAL	BRAND	IDCI	DESCRIPTION
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## Copy from template

Allows to create case templates or import existing templates, even from other administrators.

To create a template, click on  to open the template screen:

**Case Template** ✖

  Other user \_Set   




Public	Name	User	
<input checked="" type="checkbox"/>	Password reset.	UsrSrvDsk1	
<input checked="" type="checkbox"/>	Print queue blocked	UsrSrvDsk1	

**Title**

**Description**

Under Windows, it may happen that the queue for file and data printing become frozen due to a jammed printing trouble and however when you cancel the printing, neither the cancellation nor the nor the waiting print queue works.

Public  
 Enable

<b>Import case</b>	Click on icon  to create a new template and click on  to save
<b>Export case</b>	Click on icon  to copy from template

1)  
Ticket

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

Permanent link:  
[http://www.leverit.com/ithelpcenter/en:archived:administrator:quick\\_record](http://www.leverit.com/ithelpcenter/en:archived:administrator:quick_record)

Last update: **2021/06/17 16:34**

