



IT-Help-Center

Guides and tutorials to help you set up and use the ITHC system:
Complete description of functions, step-by-step instructions and tips.

Contents: ITHelpCenter [en]

Model management

[Service model management](#)

Quick ways to create a new case

[Create from an existing case](#)

- [Apply a Template](#)

Incidents

Incident creation

[How to create a new incident record](#)

- [Case Creation Tools](#)

[Create a new problem record from an incident](#)

- [From the Model](#)
- [Outside the Model](#)

Create a new request record from an incident

- [From the Model](#)
- [Outside the Model](#)

Incident resolution

How to solve an Incident

1. Description and Tools in the case attention Console

2. Incident source and case detailed data

- [End-user info](#)

3. To start case attention

- [3.1 Add actions](#)
- [3.2 Add messages](#)
- [3.3 Attention Guide](#)

4. Case attention tools

- [4.1 See case detailed info](#)
- [4.2 How to change case info](#)
 - [4.2.1 Change category](#)
 - [4.2.2 Change priority](#)
- [4.3 Knowledge base usage](#)
- [4.4 How to escalate a case](#)
- [4.5 How to change case status](#)
- [4.6 How add/delete CIs to a case](#)
- [4.7 How to add/delete attachments](#)
- [4.8 How to link cases](#)

5. Add/Edit parent-child relationships

6. Activities

7. Change Step

8. Closing case

Problems

Problem creation

[How to create a new problem record](#)

- [Case Creation Tools](#)

[Create a new problem record from an incident](#)

- [From the Model](#)
- [Outside the Model](#)

[Create a new RFC record from a problem](#)

Problem resolution

[How to solve an Problem](#)

[1. Description and Tools in the case attention Console](#)

[2. Incident source and case detailed data](#)

- [End-user info](#)

[3. To start case attention](#)

- [3.1 Add actions](#)
- [3.2 Add messages](#)
- [3.3 Attention Guide](#)

[4. Case attention tools](#)

- [4.1 See case detailed info](#)
- [4.2 How to change case info](#)
 - [4.2.1 Change category](#)
 - [4.2.2 Change priority](#)
- [4.3 Knowledge base usage](#)
- [4.4 How to escalatate a case](#)

- [4.5 How to change case status](#)
- [4.6 How add/delete CIs to a case](#)
- [4.7 How to add/delete attachments](#)
- [4.8 How to link cases](#)

[5. Add/Edit parent-child relationships](#)

[6. Activities](#)

[7. Change Step](#)

[8. Closing case](#)

Knownerrors and Workarounds

[Creation of Known Errors and Workarounds in CMDDB](#)

- [Create Known Errors \(KE\) and Workaround \(WA\)](#)
- [Enable and Add KE or WA attributes](#)
- [Add relationships to KE or WA](#)
- [Link KE or WA to a category](#)
- [Edit KE or WA record](#)

[Creation of Known Errors and Workarounds from a Problem record](#)

- [Create Known Errors \(KE\) and Workaround \(WA\)](#)
- [Enable and Add KE or WA attributes](#)
- [Add relationships to KE or WA](#)
- [Link KE or WA to a category](#)
- [Edit KE or WA record](#)

Queries, Charts and Reports

[Queries, Charts and Reports](#)

- [Queries](#)

- [Charts](#)
 - [Reports](#)
-

Case status and case attention tools

Case Status and how to change it

- [Case possible statuses](#)
- [How to pause a case](#)
- [How to cancel a case](#)
- [How to close a case](#)

Case attention tools

- [Attach file tool](#)
 - [Case Information tool](#)
 - [Category tool^{1\)}](#)
 - [CI tool](#)
 - [Link tool](#)
 - [Parent-Child relationships between cases](#)
 - [Escalation tools^{2\)}](#)
 - [Template tool](#)
 - [Workaround tool](#)
-

End-user guide

How an user can ask for assistance

- [To start a chat session with a service desk advisor](#)
- [To review chat history](#)

How to create a new case

- [Case creation in the ITHelpCenter portal](#)
- [Email case creation](#)

[How to check a case](#)

[Notifications and Survey](#)

1)

Allows to change of case information (Category, Priority, Urgency, Impact, SLA/Model, etc.) after its creation and assignment

2)

Functional Escalation - Handler or Hierarchical Escalation - Manager informed

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