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Cases



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Description

Helpdesk Cases represent support tickets or issues that are submitted in regard to a specific product or any other business/technical problem. Therefore, Cases provide an efficient and systemized communication model that allows Partners to quickly resolve various questions or requests on the CloudBlue Connect platform. Once a new Case is created, the system assigns the *Pending* status to this Case. If more information or details are required, assigned agents can inquire certain data from Case reporters. Therefore, the system assigns the *Inquiring* status to this Case. Partners can also transfer the case back to the *Pending* state if all required information is presented. Partners can also assign the *Resolved* status to their pending Case if necessary. Thus, this Case will be resolved and the system automatically assigns the *Closed* status to it (depending on your specified Autoclose Timeout setting within the **Account** module). Note that the system also allows closing resolved Cases manually or reopen resolved Cases and transfer them back to the *Pending* state.

Additional Information

Please refer to the Helpdesk module documentation for more information.

 Follow the workflow by clicking on the different transitions represented in the image

