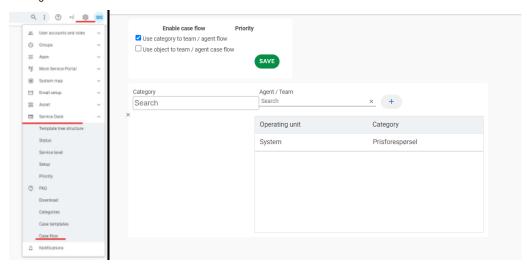# CaseFlow

In More Service is Case flow / automatic case allocation based on category and flow based on object.

The evaluation order for these two can also be set. Case flow / automatic case allocation is available in More Service Agentportal and in More Service Portal.

Responsible team / agent is set on the object or category to make this work. The central setting is set under SettingsServicedesk>Caseflow to activate the settings.

Furthermore, you can then add or remove the setting on the object in System Map/CMDB On the info tab under "Responsible" as shown below.