Icons in the case list

Icon	Description
	Case type Incident.
	Case type Service.
	Case type Access.
	Case type Standard Change (Using Templates)
	Case type Problem.
	Case type Change.
	Project.
	Maintenance Task.
	The case is merged with one or more other cases and is the case that appears as default in the case list.
	The case is merged with one or more other cases, the case does not appear as default in the case list. Select "Show merged cases" to see these.
	Email has been received to the case
	Email has been sent from the case
	The case has an attachment
	User is marked as a VIP.
	The case has a service announcement.