Object search

One case may have more items / CIs attached.
This feature has a direct link to the System Map (CMDB) module. Here, the active items and item types (CI types) for the selected department will be available.   Objects can be selected in two ways:
1.   Enter item name. The field searches objects while typing. Select an item and add it to the case.
2.   Click on the field name " Object Search ", where you are directed to the System Map (CMDB) star from the System Map (CMDB) and can select objects from here.