

Merge cases

Effective case processing.

It is possible to merge cases (Incident, access requests, service requests) for efficient case processing.

If you combine two cases that have different assigned agents, both cases will be awarded to the agent with the decided parent case.

The cases can be merged from 3 places:

- Inbox
- From merged cases tab inside a case
- From the case list in the overview

Check the cases you want to merge, as shown below.

	Saksnr	Type	Emne
<input checked="" type="checkbox"/>	11669	H	Valg av team og tekniker
<input checked="" type="checkbox"/>	10634	H	Når jeg limer inn tekst i en sak,...
<input type="checkbox"/>	10633	Tj	Søke opp en oppgave på numm...
<input type="checkbox"/>	10584	H	ÆØÅ i OFKTOOL via TMS til Ate...

Then select Action in the menu bar in the overview and select "Merge".






Choose which case to be the parent.

Here you can also select "Show merged cases"

Child cases will get a pink icon.

The "Merged cases" tab shows which cases are merged:

Beskrivelse	Vedlegg (0)	Oppgaver (0)	Relaterte saker (0)	Sammenslåtte saker (3)
Administrer sammenslåtte saker Buntoppdatering				
Saksnr.	Type		Emne	
259	H		test av mail til team	
400	Tj		tester mail og status 2	
404	H		Problemer med pc	

Merged cases can be batch updated. That is, all cases are updated with the same information.

Important! This must be done from the Merge tab. Here you can send an email in all merged cases in one operation or assign, change status, category, and priority.

Følgende saker oppdateres

Id	Emne	Sluttbruker	Tekniker
403	testings lgi	Janne C. Liland	Janne C. Liland
259	test av mail til team	Gunn Garvik	Janne C. Liland
400	tester mail og stat...	Janne C. Liland	Janne C. Liland
404	Problemer med pc	Janne C. Liland	Janne C. Liland

Tekniker: ▼
Status: ▼
#Kategori#: ▼
#Prioritet#: ▼

Arbeidslogg

Lagre Epost Avbryt

Lesning ☐ Privat logg ☐ Fakturering ☐ timer min

When email is sent using batch update, a separate email will be sent to each user. Users will not see that cases are merged or batch updated. More Service retrieves the correct information and merge it into parameters in the email.

IMPORTANT INFO

Ny logg / epost

If you make an update or send an email from **Ny logg / epost** in a case that has merged cases, you send an email only in the case you are actively working with, not in the other merged cases. To update merged cases at the same time, go to batch update under the Merge tab.