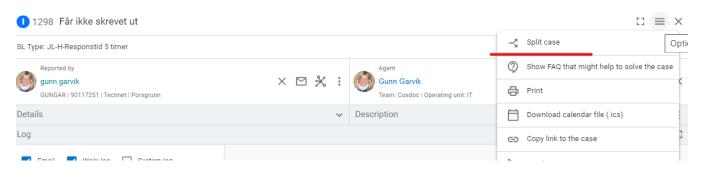
Split a case/copy a case

Do you receive cases that have several tasks/questions in the description field.

Use the More Service function "Split case." This means that you copy the case with all its contents, but it gets a new registration number. There will be two issues.



Then all that remains is to change the description field so that you process the correct case.

The cases will be related to each other.