

# 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.

1298

Får ikke skrevet ut

SL Type: JL-H-Responstid 5 timer


Reported by



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Agent



Gunn Garvik

Team: Cosdoc | Operating unit: IT

Details

Description

Log

Email

Work log

Customer log

Split case

Show FAQ that might help to solve the case

Print

Download calendar file (.ics)

Copy link to the case

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.