

HR CRM – Changes to Case Page Layouts

Case Page Layout - Edit View Before

Case Edit Help for this Page

Case Edit

Save Save & New Check Spelling Cancel

Case Information = Required Information

Case Owner: Allan Kjellberg
Contact Name:

Type: Question
Case Topics: SMS Request
Case Topic - Details: General Inquiry
Parent Case:

Additional Information

Status: New
Case Origin: Phone
Priority: Medium

Description Information

Subject: TEST
Description: TEST
Internal Comments:

Optional

Assign using active assignment rules
 Send notification email to contact

Case Page Layout - Edit View After

Case Edit Help for this Page

Case Edit

Save Save & New Check Spelling Cancel

Case Information = Required Information

Case Owner: Allan Kjellberg
Parent Case:

Priority: Medium
Status: New

Additional Information

Contact Name:

Type: Question
Case Topics: SMS Request
Case Topic Details: General Inquiry
Case Origin: Phone
Spam?

Description Information


Subject: TEST
Description: TEST
Internal Comments:


Optional

Assign using active assignment rules
 Send notification email to contact

HR CRM – Changes to Case Page Layouts

Case Page Layout - Details View Before

Case  00010305


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Case Detail [Edit](#) [Delete](#) [Close Case](#) [Clone](#)


Case Owner	 Allan Kjellberg [Change]	Type	Question
Case Number	00010305 [View Hierarchy]	Case Topics	SMS Request
Contact Name		Case Topic - Details	General Inquiry
Contact Phone		Parent Case	
Contact Email			


▼ Additional Information

Status	New
Case Origin	Phone
Priority	Medium
Subject	TEST
Description	TEST
Date/Time Opened	11/13/2014 8:12 PM
Date/Time Closed	

▼ System Information

Case Page Layout - Details View After


Case  00005910

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Case Owner	 Allan Kjellberg [Change]	Priority	Medium
Case Number	00005910 [View Hierarchy]	Status	New
Parent Case			

▼ Additional Information

Contact Name		Type	Question
Contact Phone		Case Topics	SMS Request
Contact Email		Case Topic Details	General Inquiry
Case Origin	Phone		
Spam?	<input type="checkbox"/>		
Subject	TEST		
Description	TEST		
Date/Time Opened	11/14/2014 11:30 AM	Date/Time Closed	

▼ System Information