Equivalents do not share resolutions
Equivilants
Global
ISSUE 1 Parent Case Assigned to Technical
Global
ISSUE 2 Parent Case Assigned to Technical
Global
ISSUE 3 Parent Case Assigned to Technical
Child Case Help Desk
Global
Common
Common cases require a telephone call to the individual customer and require each case be closed manually.
Global cases close automatically when the parent case is closed. These automatically email the customer the problem is resolved.
Total problems: 3
Total solutions: 3
Total callers: 99
Total assigned to Technical: 3
Total assigned to Help Desk: 96
Total closed by Technical: 66
Total closed by Help Desk: 30
Total manual customer contacts: 30