



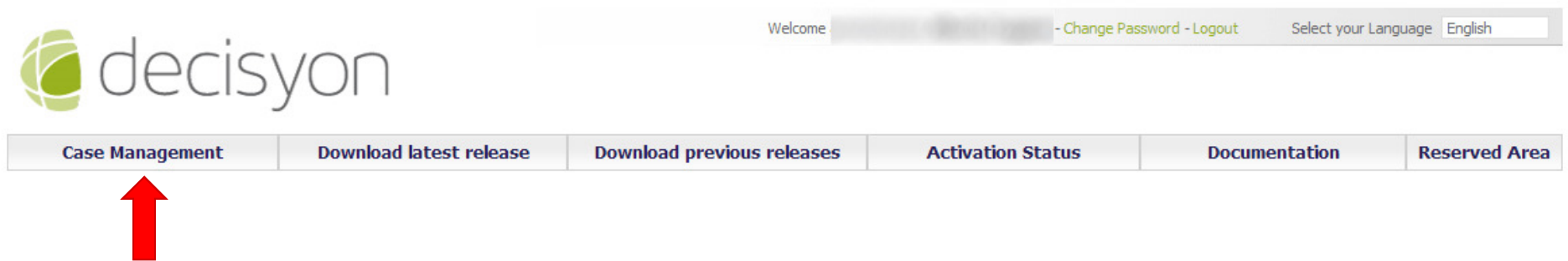
decisyon®

ACCELERATE SMART DECISION MAKING

Case Management

Open a new case

- After you have logged in, click on “*Case Management*” to fill the form.



- **Summary** – indicate the object of the case.
- **Description** – describe in detail the issue and how it was generated.
- **Issue Type** – select the issue type:
 - ✓ *Bug* - to report a defect in the system
 - ✓ *Assistance* – to ask for assistance or clarification about the process
 - ✓ *Enhancement* - to suggest/request an improvement or addition of a new feature.
- **Decisyon Environment** – select the environment in which the problem occurred.
- **Decisyon Component** – select the module or the component involved in the problem.

Summary*

Description

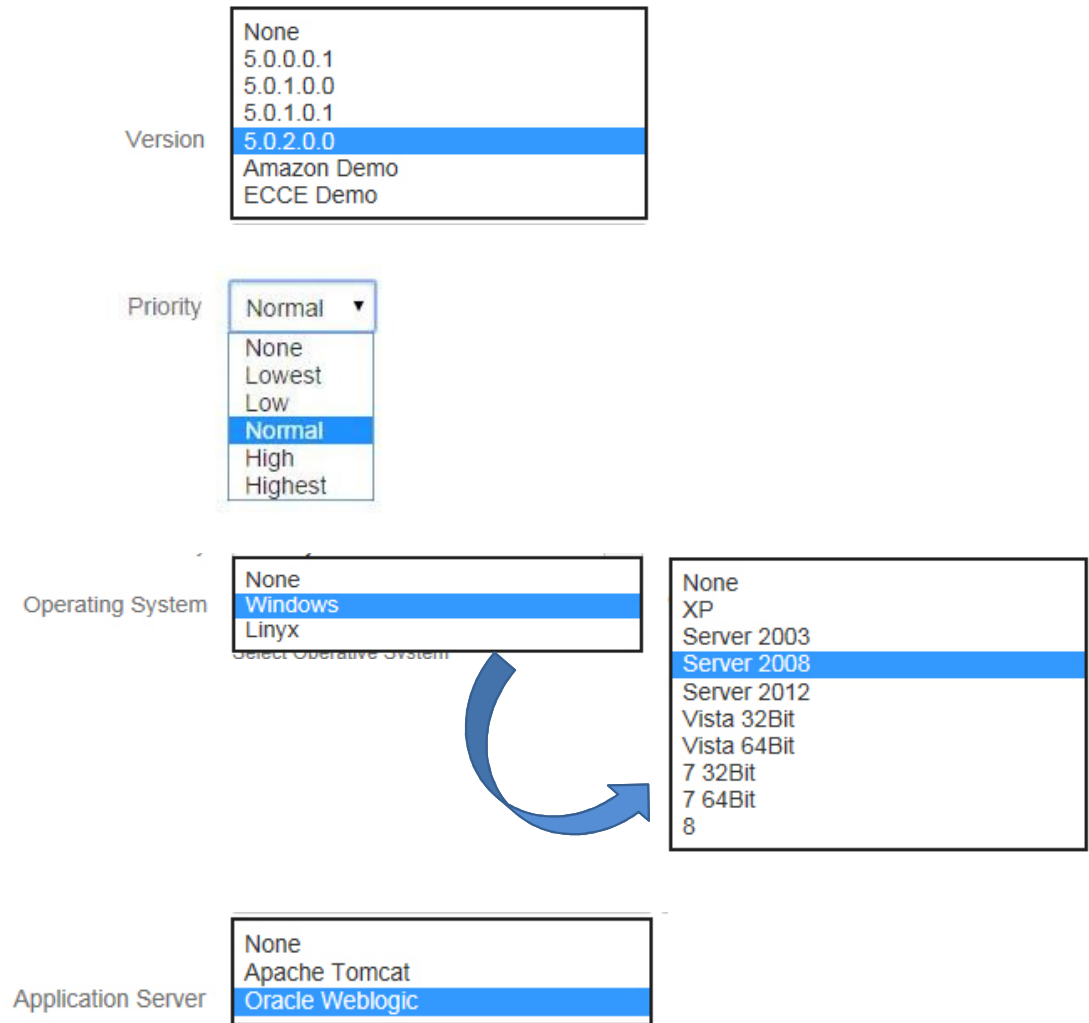
Insert here all details about Issue

Issue Type

Decisyon Environment

Decisyon Component

- **Version** – select the Decisyon version on which the problem occurred.
- **Priority** – define a priority level to fix the issue (the default level will be set to *Major*).
- **Operating System**– select the type of operating system in use.
- **Application Server**– select which type of the Application Server is in use.



- **Database** – select which type of database is in use.
- **Attach file** – if it is necessary, you can attach one or more files to the form.
- **Reproducible** – indicate whether the problem occurs at each repetition of the process by which it was initially generated.
- **Customer Name** – specify the name of the customer on which Decisyon system the problem occurred.
- **Name/Email** – the logged user's name and email address will be reported, as default data, in the relative text boxes.

DataBase

None
Oracle
MySql
SqlServer
DB2
AS400 DB2

None
5.0
5.1
5.5

Attach file Sfoglia...

Reproducible None
 Yes
 No
 Is the Bug Reproducible?

Customer Name

Name

Email