

4.16 Case description

If you would like to make your cases more descriptive so users in the organisation will be able to read more information regarding a case or if you would like to add notes regarding a case you can now add a description to your cases.

Adding a description is simple:

- 1 Go to a case you would like to add a description to.
- 2 In the Case card press the pencil button.
- 3 Type your description and press save.

When importing a lot of cases at once you can also add a description by adding the 'description' column to your import file.

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