

ACCELERATE SMART DECISION MAKING

Case Management

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Open a new case

• After you have logged in, click on "Case Management" to fill the form.



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- **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	
	None Bug	
Issue Type	Assistance Enhancement	
	ocieci ne issue Type	
Decisyon Environment	None Web	
Environment	PowerDesigner Metadata Installer Web Installer/Configuration Power Designer Installer	
	None Dimension	None Mashboard Editor
	Cube	Mashboard Visualization
	Report Metric	Mashboard PDF Export Others
Decisyon	Mashboard	
Component	Planning Filter	
	Social	
	ECCE Demo	
	Language/Label	



	None 5.0.0.1 5.0.1.0.0 5.0.1.0.1
Version	5.0.2.0.0
	Amazon Demo ECCE Demo

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Normal

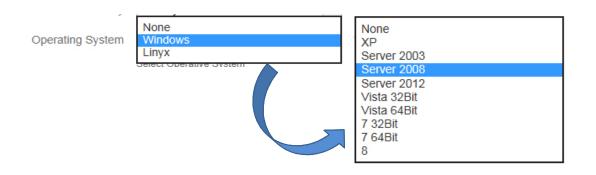
None

Low Normal High Highest

Lowest

Priority

- **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.



	None Apache Tomcat
Application Server	Oracle Weblogic



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- **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	user		





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