

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



|         | None<br>5.0.0.1<br>5.0.1.0.0<br>5.0.1.0.1 |
|---------|-------------------------------------------|
| Version | 5.0.2.0.0                                 |
|         | Amazon Demo<br>ECCE Demo                  |

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Normal

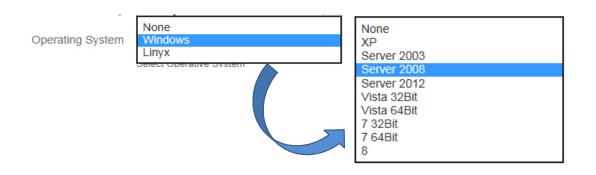
None

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<br>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<br>Oracle<br>MySql<br>SqlServer<br>DB2<br>AS400 DB2                            |         | None<br>5.0<br>5.1<br>5.5 |
|---------------|-------------------------------------------------------------------------------------|---------|---------------------------|
| Attach file   |                                                                                     | Sfoglia |                           |
| Reproducible  | <ul> <li>None</li> <li>Yes</li> <li>No</li> <li>Is the Bug Reproducible?</li> </ul> |         |                           |
| Customer Name |                                                                                     |         |                           |
| Name          | user                                                                                |         |                           |





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