# Customer case tasks

10 declared fields for Customer case task. Required fields include Customer case, Task title.

https://docs.qintoravacloud.com/forms/csm_case_tasks/

## About this form

Use this reference to identify built-in form labels, data types, and validation. Specialized workspaces can render a subset of these fields or provide workflow-specific controls. Your role, record state and tenant configuration can change what you see.

**Registry key**

`csm_case_tasks`

**Record label**

Customer case task

## Field definitions

| Field | Type or reference | Built-in rules | Choices and constraints |
|---|---|---|---|
| Customer case<br>`caseId` | reference<br>csm_cases | Required<br>Default list field | — |
| Task title<br>`title` | text | Required<br>Default list field | — |
| Instructions<br>`description` | textarea | Optional by default | — |
| Assigned to<br>`assigneeId` | reference<br>users | Default list field | — |
| Due (UTC)<br>`dueAt` | datetime-local | Optional by default | — |
| State<br>`state` | text | Read-only<br>Default list field | — |
| Active<br>`active` | boolean | Default list field | — |
| Demo dataset<br>`demoDataset` | text | Read-only<br>Default list field | — |
| Created<br>`createdAt` | text | Read-only | — |

| Field | Type or reference | Built-in rules | Choices and constraints |
| --- | --- | --- | --- |
| Updated<br>`updatedAt` | text | Read-only | — |

Related procedure: Create and resolve a customer case.

# Verification evidence

The disposable audit exercised 4 applicable validation assertions on this definition. The authenticated collection read returned HTTP 200. See the verification matrix for scope.

### Collection read results by built-in role

These statuses were observed over HTTP with one role per disposable MFA account. A successful list response can be empty and does not establish individual record, field, or write access.

| Role | HTTP status |
| --- | --- |
| Asset Manager | 200 |
| Change Manager | 200 |
| CMDB Manager | 403 |
| Contract manager | 200 |
| Customer service agent | 200 |
| Customer service customer | 403 |
| Customer service manager | 200 |
| Datacenter Customer | 403 |
| Datacenter Fulfiller | 200 |
| Datacenter Manager | 200 |
| Datacenter Vendor | 403 |
| EH&S auditor | 403 |
| EH&S manager | 403 |
| Executive Reader | 200 |
| Field service dispatcher | 200 |
| Field service technician | 200 |
| HR case agent | 403 |
| HR knowledge manager | 403 |

| Role | HTTP status |
| --- | --- |
| HR lifecycle manager | 403 |
| HR profile manager | 403 |
| Employee Relations investigator | 403 |
| HR service catalog administrator | 403 |
| Inventory Counter | 403 |
| ITIL Fulfiller | 403 |
| Knowledge Manager | 200 |
| Business Manager | 200 |
| Platform Administrator | 200 |
| Service Desk Agent | 200 |
| Vendor manager | 200 |
| Third-party risk manager | 200 |
| Employee with no workspace role | 403 |

## Edit and verify

1. Open the list from the appropriate workspace and select an existing record or a permitted create action. Confirm the intended tenant and record number.
2. Use the visible controls for the current record type and state. For reference fields, select a returned record from the lookup. Fill visible required fields and use the dedicated workflow action when the record has approval or completion gates.
3. After saving, reopen the record and compare its persisted values, state and activity to the intended change. Check the downstream linked record when the action creates one.

## Troubleshoot

- Missing field or control: compare the role, module, record state, form conditions and tenant overrides.
- Lookup returns no result: check that the referenced record is active, in scope and compatible with the current field.
- Save is rejected: keep the exact validation message and compare the field key, choice, constraints and required related records.
- See Edit and troubleshoot records and Configuration Studio.