Create and resolve customer cases

Validate account access and entitlement, manage communications, and coordinate case closure.

https://docs.qintoravacloud.com/guides/customer-service/

Create a case

1. Open the Customer service workspace or the **Customer service** portal area when your account exposes it.
2. Select the customer account, eligible contact, and related CI or installed-base item. Provide a summary, impact, and the customer-facing description. Check contract/entitlement and routing before saving.
3. Confirm the case number, ownership, response and resolution targets, and accessible customer view. Customer access follows active account membership. A regular contact and an account administrator may see different sets of cases.

Coordinate resolution

Create case tasks or launch the configured playbook as needed. Link an incident for technical restoration and field work when on-site execution is required. Keep internal investigation notes in the internal channel. Before proposing resolution, complete active tasks and required corrective work and confirm resolution of a linked incident. The customer can accept closure or reopen an eligible case.

Troubleshoot

- Contact or CI lookup returns nothing. Verify active account membership, installed-base association, and permission.
- No coverage or incorrect target. Check current contract dates, service or CI match, entitlement and elapsed-minute targets.
- Resolve control blocked. Inspect open case tasks, corrective work, linked incident state, and the user's role.
- Customer sees stale or missing content. Check the audience of the message and visibility of the case to that account.

See Field work and Outages.