

Be able to change the Severity level of...



[gjankowski](#) 644 posts since

Apr 24, 2007 I would like to be able to change the severity level of a case after it has been opened. Tags: issues, solidworks



[Will](#) 4,667 posts since

Nov 2, 2004 1. **Re: Be able to change the Severity level of a case** Jul 27, 2009 2:06 PM

Hi Greg,

This has been requested before, and I actually just posted a summary of some additional items that are being considered for the future in the Supportal here: [Supportal Customer Feedback Summary](#)

Were you mostly looking to move the severity up?



[gjankowski](#) 644 posts since

Apr 24, 2007 2. **Re: Be able to change the Severity level of a case** Jul 27, 2009 2:21 PM

I think it needs to go both ways.

As I looked over an issue list, there are times I need to raise and lower the priority.

I also would like an extra level added so I can give you a better understand than just Low or medium as most issue do not shut the systems down.

We also tie it the priority of the issue.

We use:

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Critical - (what you call high) same criteria, system is down.

High - Severe impact to productivity.

Med - Limited impact.

Low - Low impact or workaround provided.



[Will](#) 4,667 posts since

Nov 2, 2004 3. **Re: Be able to change the Severity level of a case** Jul 27, 2009 2:38 PM

We have recently added the notion of priority on the Open Cases Widget which can be read about here: [Giving customers the power to organize open support ticket priority, on the fly!](#)

We are also working on better filters for cases.

Would you mind if we made this a public discussion in the Supportal Feedback space?



[gjankowski](#) 644 posts since

Apr 24, 2007 4. **Re: Be able to change the Severity level of a case** Jul 27, 2009 3:05 PM

I use that feature and like it. I'd like to see two enhancements:

1. Warn the user when you move off the page without save. I seem to do this a lot.
2. Allow the Up/Down feature to allow moving between Level 1, 2, 3. (warn if moving a case to level 1)



[Will](#) 4,667 posts since

Nov 2, 2004 5. **Re: Be able to change the Severity level of a case** Jul 27, 2009 4:58 PM

Hey Greg,

Those are two great feature requests! I've added them to our issue tracker for the Supportal project!

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[sdougherty](#) 75 posts since

Mar 16, 2009 6. **Re: Be able to change the Severity level of a case** Aug 18, 2009 11:29 AM

Who get's notified if I adjust the Priority sequence of my cases via the widget. I understand that it will display differently, but how does each agent know that I have moved the importance of one issue above the other?



[Will](#) 4,667 posts since

Nov 2, 2004 7. **Re: Be able to change the Severity level of a case** Aug 18, 2009 1:58 PM

Hi,

There is currently no notification, but instead when one engineer is working on multiple cases of yours they can look to see the priority of the issues they are working on for you and prioritize them accordingly. Do you have thoughts on how this can be improved?



[gjankowski](#) 644 posts since

Apr 24, 2007 8. **Re: Be able to change the Severity level of a case** Aug 20, 2009 11:22 AM

Both of the enhancements are listed as fixed in 3.0.5, but I can't see any change to the cases page.

Am I missing something?



[Will](#) 4,667 posts since

Nov 2, 2004 9. **Re: Be able to change the Severity level of a case** Aug 20, 2009 5:40 PM

Hey Greg,

That's actually 3.5.0, the Supportal is on a different release cycle than the SBS product.