

Manage Space: Cases

Version 11

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Manage case projects, categories, statuses, and priorities in Manage Space. Case projects are a way to organize cases in a space. Cases in a project can be further organized by categories. Case statuses are a way to indicate the progress of a case. Case priorities are a way to indicate the urgency of a case. Add, edit, and delete case projects, categories, statuses, and priorities in Manage Space.

Human Resources Manage All Spaces Exit Space Control Panel

Cases

[Add Project](#)

Projects Categories Statuses Priorities

Case projects are the highest level of organization of cases. You can create unlimited projects. Each project can have its own categories, statuses, and priorities. You can create, edit, and delete case projects.

Project Title	Project Description	Status	Username	Created	Edit	Delete
HR Question	HR Question	Active	Alexis Fox	7/4/2020	Edit	Delete
Annual Handbook Revision	Annual Handbook Revision	Active	Alexis Fox	6/26/2020	Edit	Delete
2021 Conference	2021 Conference	Active	Alexis Fox	6/26/2020	Edit	Delete

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[Manage Space: Case Priorities](#)

[Case Permissions](#)

[Case Comment Permissions](#)

[Case Comment Internal Permissions](#)

[Edit Content](#)

[Delete Content](#)

Related

[How to Set Up Private Case Submission](#)

You can set case permissions so space members can only see the cases they submitted, and space administrators and moderators can see all cases. Private case submission protects user data and makes conversations available to relevant parties only.

[Enable Due Date for Cases](#)

Enable the due date feature for cases to better manage projects and milestones.

[Enable Case Escalation](#)

Case escalation escalates a case to another person based on space roles. The case escalation feature helps teams automate ticket management.

[How to Enable Case Creation via Email for a Case Project](#)

When you've enabled case creation and case reply via email, people can send emails to an email address to create a new case in the case project. People can also reply to case notification emails, and the reply will be posted as a comment in the case.

tags : member