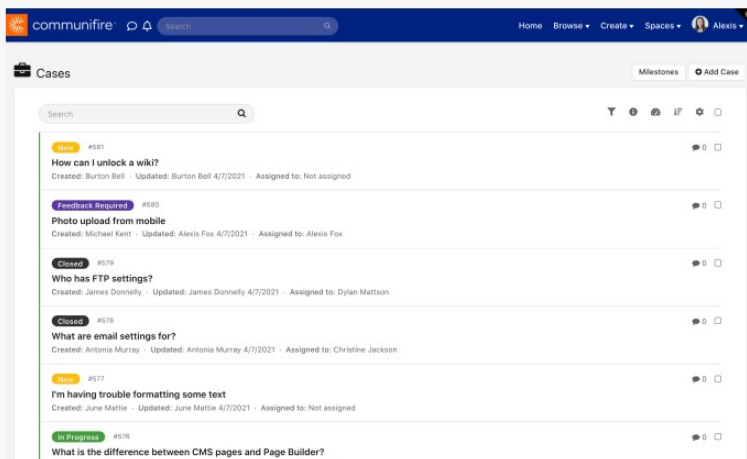


Top Level: Cases

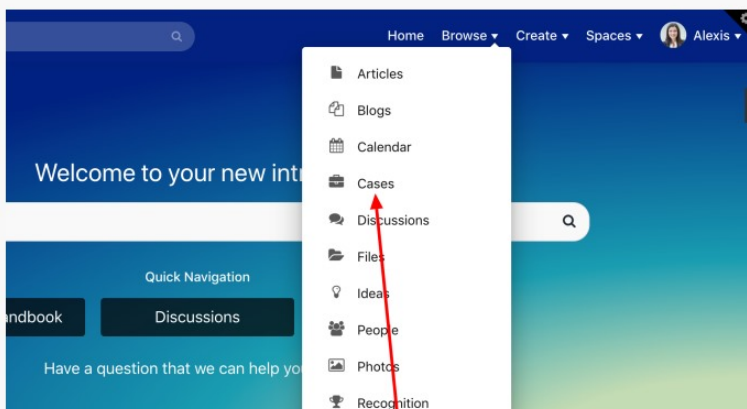
Version 5

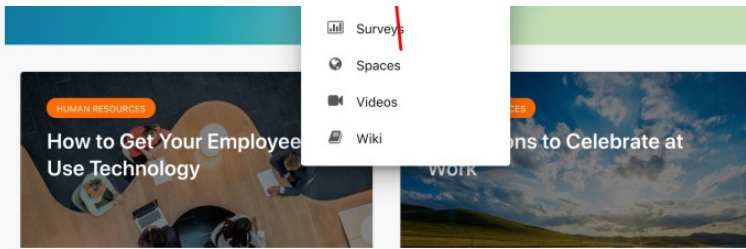
Published 5/25/2018 08:50 PM by [Grace Kamau](#) Last updated 7/1/2021 06:22 PM by [Grace Kamau](#)

Cases are great for tracking just about anything, from customer support and help desk requests, to software bugs and project tasks. Anyone can submit a case, issue, question, or ticket, then choose its status, milestone, priority, category, and add tags to provide further context. Assign it to someone and loop in additional people when you need their input. Everyone gets notified on updates and everyone can provide their expertise to find a solution or answer.

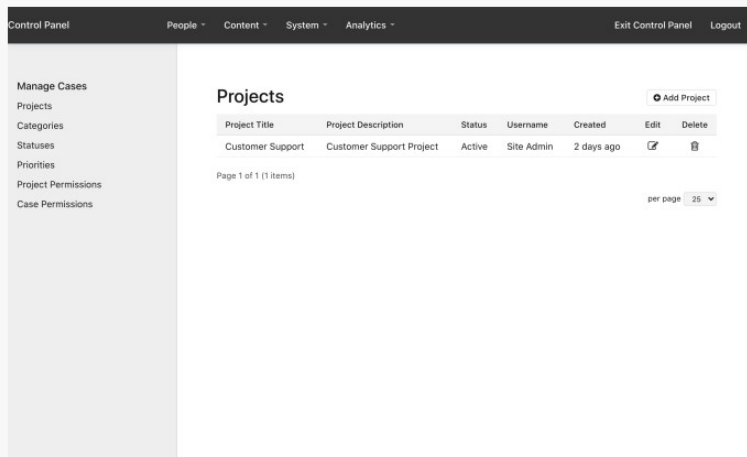


"Top level community" refers to the entirety of your intranet, in contrast to spaces, which are sub-communities of the top level community. If a space is private, users who are not members of the space cannot view its content, whereas everyone in your intranet can view top level content. Top level cases can be accessed through the Browse menu.





Manage Top Level Cases



Managing top level cases is very similar to managing cases in spaces.

[Manage Space: Cases](#)

[Manage Space: Case Projects](#)

[Manage Space: Project Categories](#)

[Manage Space: Case Statuses](#)

[Manage Space: Case Priorities](#)

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 : site-administrator