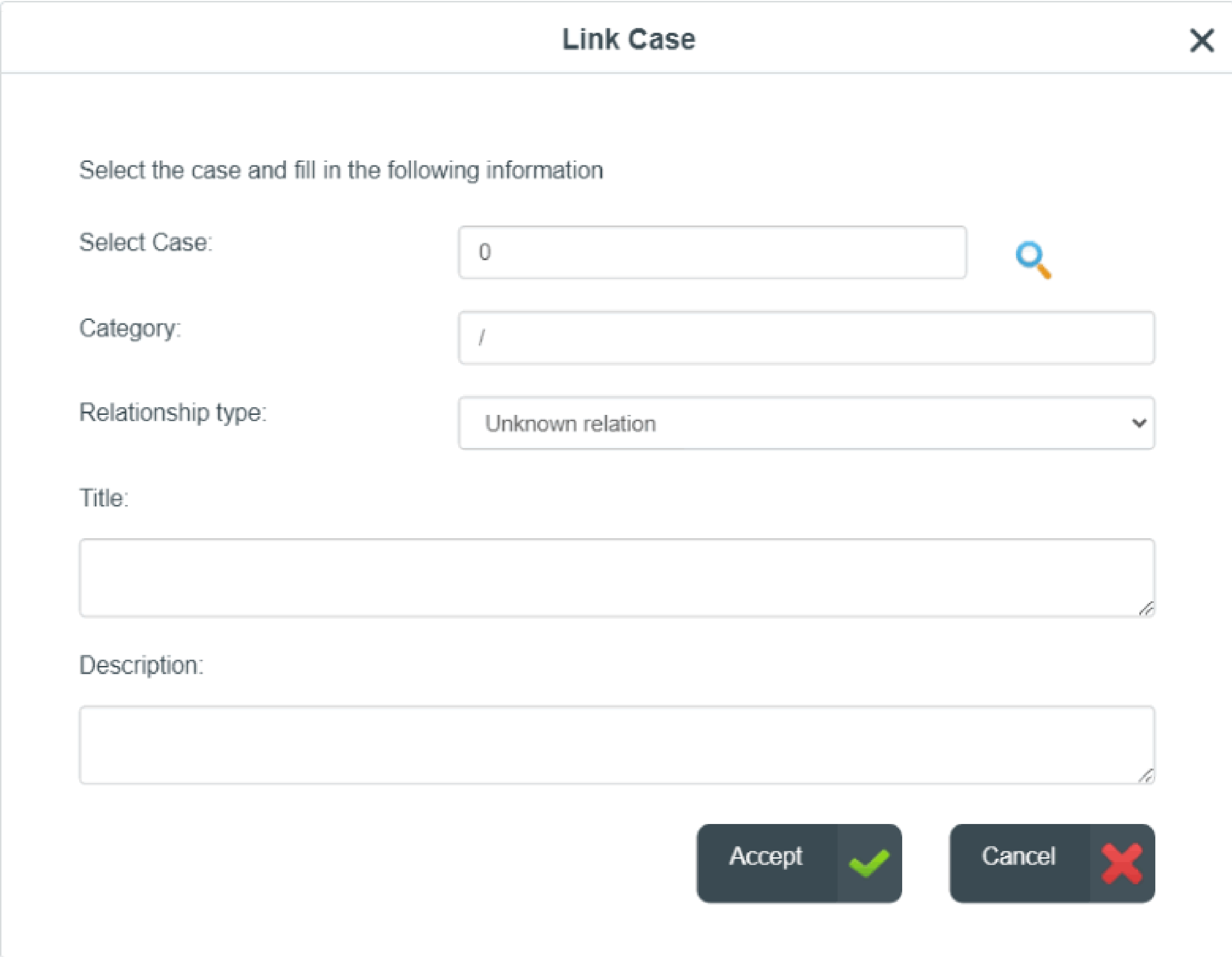
# Link tool



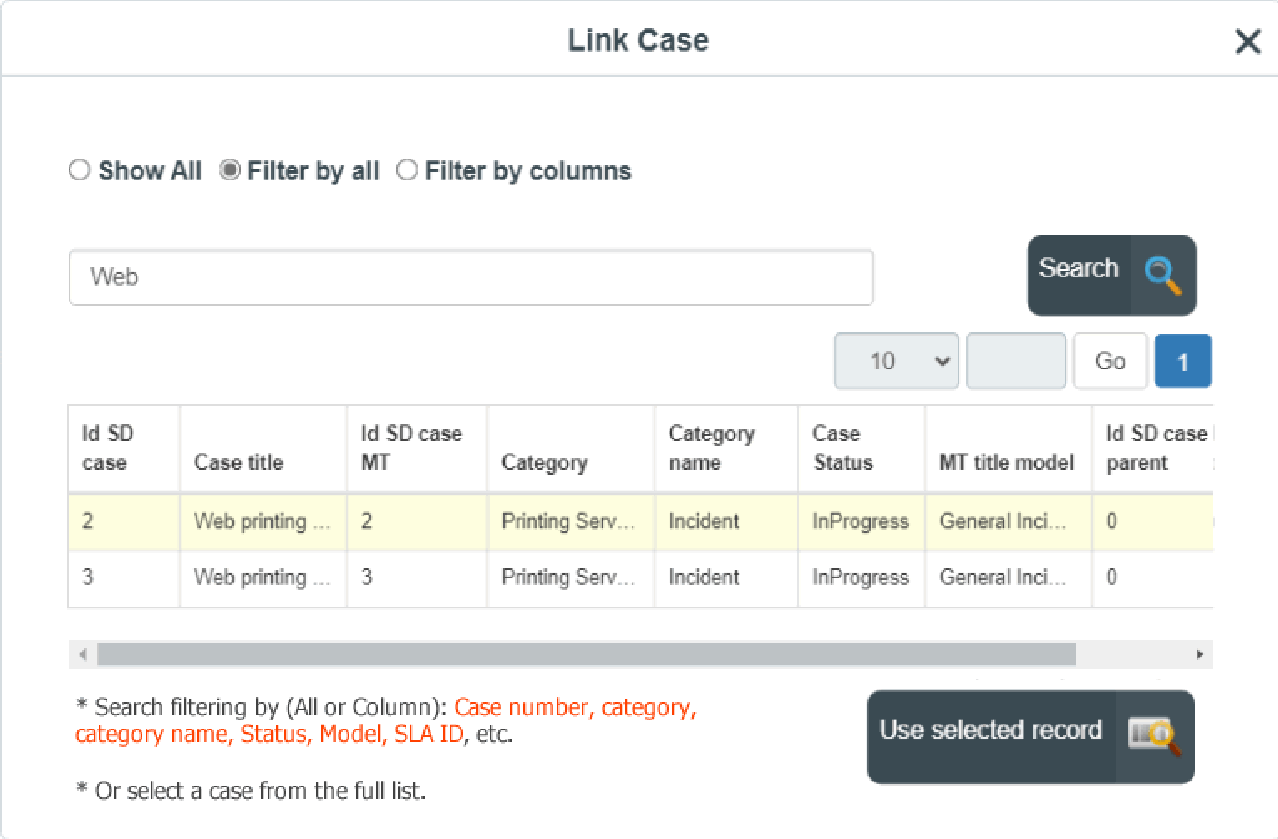
## How to link case(s)

1. Click on the **Link button** or the **Related Cases button**[1] to open the window to edit relationships:


2. To add one or more related cases, click on the **Add** button, the following window will open:




3. <u>*Select Case to link:*</u> Click on  to open the *Advanced search*:

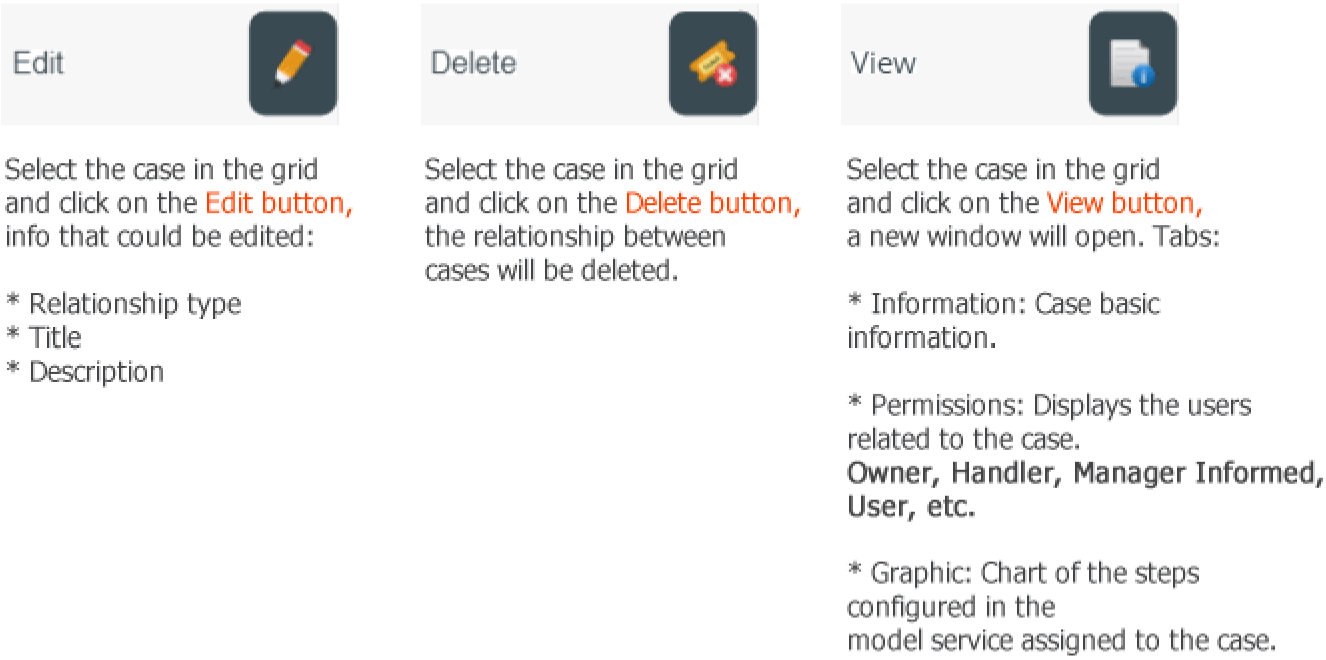



Select from the list and click on **Use selected record**.

4. After the case selection:
   1. **Category** will be autocompleted.
   2. Fill in the fields:
      **Relationship type:** to define the type of relationship.
      Enter the **Title(Subject) and Description** of the relationship between cases.

| Relationship Type | Description |
|---|---|
| Unknown relation | There is no direct relationship between the cases, but they may share similarities that allow them to be related.<br>* This type of relationship is used just for information purposes. |
| This case is part of | There is a relationship between the cases, although the related case is not caused by the main case. |
| This case is the result of | The (related) case is caused by the main case.<br>Example:<br>Due to network problems (main case), a user does not have access to his email (related case). |

## Edit/Delete/View related cases




[1] from the case management console

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