



# Case Management Service

Avi Technical Reference (v20.1)

Copyright © 2020

# Case Management Service

[view online](#)

## Overview

This guide explains the enhanced case management services offered by Avi Pulse. You can either create or manage the cases from the Controller.

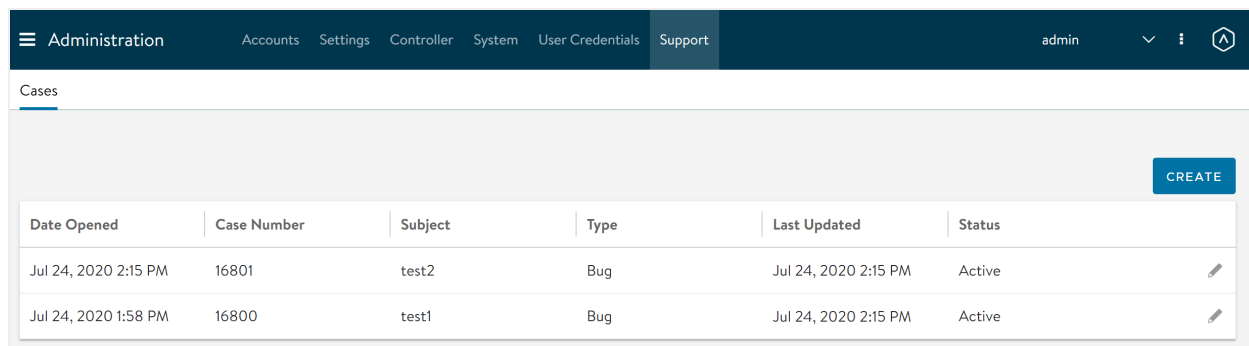
## Enhanced Case Management Service

A lot of time and effort goes into initiating and tracking support queries and finding resolutions to your issues related to the product.

It involves interacting with multiple entities such as the Avi Controller to collect tech-support and the customer portal to create the case and upload tech support. Additionally, there is scope for loss or mis-communication of vital information.

To provide a hassle-free experience, Avi Pulse's case management service is introduced as an end-to-end solution for all support tasks related to Avi Vantage.

Case management service manages the life cycle of support cases.



The screenshot shows the 'Administration' menu with 'Support' selected. Below the menu is a 'Cases' section with a 'CREATE' button. A table lists two cases:

Date Opened	Case Number	Subject	Type	Last Updated	Status	
Jul 24, 2020 2:15 PM	16801	test2	Bug	Jul 24, 2020 2:15 PM	Active	
Jul 24, 2020 1:58 PM	16800	test1	Bug	Jul 24, 2020 2:15 PM	Active	

- You can view all the support cases for the registered Controller.
- You can create a new support case. You can also assign the case to any user from the department with which Controller was registered.
- You can also update the existing cases.
- You can attach multiple tech-support bundle to support case.

## Creating or Managing Cases

Any logged in user can create support cases from the Controller. By default, the case will be viewed in the context of the Controller.

You can create a new case by navigating to Administration > Support and click on **\*\*Create\*** button. The following window is displayed:

## New Case: ✕

Case

Case

Subject\*

Contact\*

Custom Tag

Type\* Severity\* Version

Bug Severity 4 (Low) 20.2.1

Ecosystem\*

Save

You can specify the following details:

- Subject ? Specify the subject of the new case.
- Contact ? Select the contacts from the drop-down list.
- Customer Tag ? Specify the custom tag.
- Type ? Select the case type from the drop-down list. The options are as follows:
  - Bug
  - Configuration Help
  - Feature Request
  - Issue
  - Question
- Severity Level ? Select the severity level from the drop-down list.
- Version ? Specify the version number.
- Ecosystem ? Select the ecosystem details from the drop-down list.
- Description ? specify the description of the case to be created.

You can view all active cases, and all operations such as add comment, attachments, via Avi REST APIs.

## Viewing Events for Debugging Case Management

You can view events for debugging case management issues as follows:

07/28 7:40:41 PM	ALBSERVICES	ALBSERVICES_SUPPORT_CASE_CREATED	N/A	Support case - 16859: test case co...	—
<b>Description</b>	Support case - 16859: test case conf help - created on ALBServices.				
<b>albservices_case_details</b>	asset_id: 02i2i00000ilpDMQA1 id: 5002i000027RHvRQAW case_number: 16859 case_status: Support Review subject: test case conf help created_date: 2020-07-28T14:10:42.000+0000 last_modified_date: 2020-07-28T14:10:43.000+0000 status: Open version: 20.1.1 description: test type: Configuration Help environment: GCP				