

NetSuite Case Review

In NetSuite – Select Cases.

The screenshot shows the NetSuite interface for Case Search. The top navigation bar includes 'Activities', 'Accounting', 'Cases', 'Lease Administration', and 'Support'. The 'Cases' menu is expanded, showing 'Cases Overview', 'Cases', 'Case Search' (highlighted with a red arrow), and 'New Case'. The main content area displays 'Case Search' and 'DRM Case DM Status View'. There are buttons for 'Submit', 'Export', and 'Actions'. The search form includes a 'SEARCH TITLE' field with the value 'DRM Case DM Status View' and a 'USER/STORE' dropdown menu set to 'Any'.

Chose the store number and click submit.

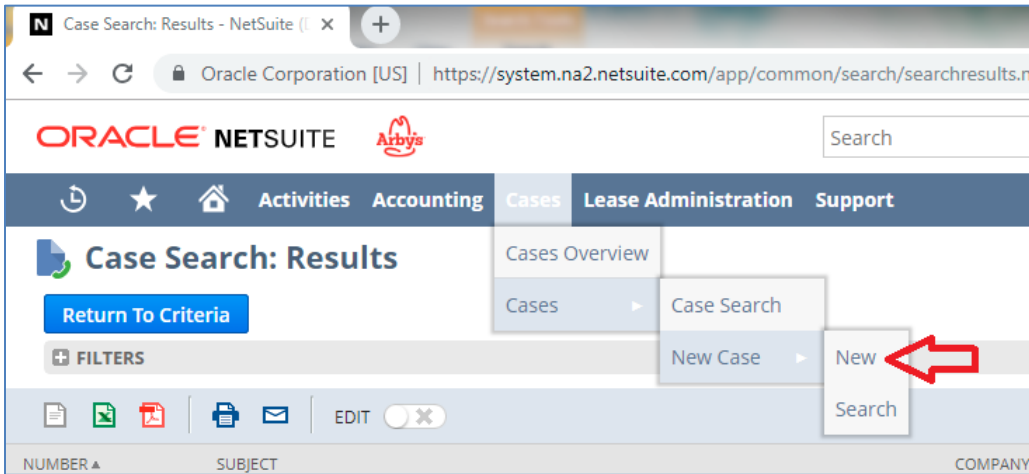
Click “view” to view the details of any Case ticket.

The screenshot shows the 'DRM Case IT Status View' table. The table has columns for 'EDIT | VIEW', 'GRAB', 'ASSIGNED TO', 'USER/STORE', and 'SUBJECT'. The first row shows a case assigned to 'Khien Pham' with the subject 'DT Order taker unresponsive to button presses'. The second row shows a case assigned to 'Khien Pham' with the subject 'security cameras'. The third row shows a case assigned to 'Khien Pham' with the subject 'DT Order taker'. The table also includes filters for 'STATUS' (set to '- All -'), 'ASSIGNED TO' (set to '- All -'), and 'USER/STORE' (set to '5280'). The total number of cases is 41.

EDIT VIEW	GRAB	ASSIGNED TO	USER/STORE	SUBJECT
Edit View		Khien Pham	5280@drmarbys.com	DT Order taker unresponsive to button presses.
Edit View		Khien Pham	5280@drmarbys.com	security cameras
Edit View		Khien Pham	5280@drmarbys.com	DT Order taker

Adding a new Case (Support Request)

Click "New" under the Cases menu.



Complete all required fields and click Save

A screenshot of the 'Case' form in Oracle NetSuite. The form has a 'Save' button with a dropdown arrow, 'Cancel', and 'Reset' buttons. It is divided into two sections: 'Primary Information' and 'Incident Information'.
Primary Information:
- NUMBER: To Be Generated
- ASSIGNED TO: A dropdown menu.
- USER/STORE *: A dropdown menu with the placeholder text '<Type then tab>'.
- EMAIL: A text input field.
- PHONE: A text input field.
Incident Information:
- CASE TYPE *: A dropdown menu.
- CASE SUB-TYPE *: A dropdown menu with the placeholder text '<Type then tab>'.
- SUBJECT *: A text input field.

Case Email Notifications & Survey

Case created notification

From: DRM Cases (drmcases@drmarbys.com) <system@sent-via.netsuite.com>
To: Kevin Dabbs
Cc:
Subject: Case Update: CASE11638 - Internet Outage

Update for Case CASE11638 - "Internet Outage"

Store reported internet outage.

To update the case, reply to this email

Case closed notification

From: DRM Cases (drmcases@drmarbys.com) <system@sent-via.netsuite.com>
To: Kevin Dabbs
Cc:
Subject: Case Update: CASE11638 - Internet Outage

Update for Case CASE11638 - "Internet Outage"

Directed store on how to reboot fw.

To update the case reply to this email

Survey Notification

From: Kevin Dabbs (kdabbs@drmarbys.com) <system@sent-via.netsuite.com>
To: Kevin Dabbs
Cc:
Subject: Support Survey: CASE11638 Internet - Internet Outage

The support case CASE11638 Internet - Internet Outage has been closed.

[Please click here to confirm the issue has been corrected for CASE11638 - Internet](#)

DRM Case Survey

Was the issue resolved?

* Was the issue resolved?

Comments