



## 5.3 How to Compose a Reply

### Bright Pattern Documentation

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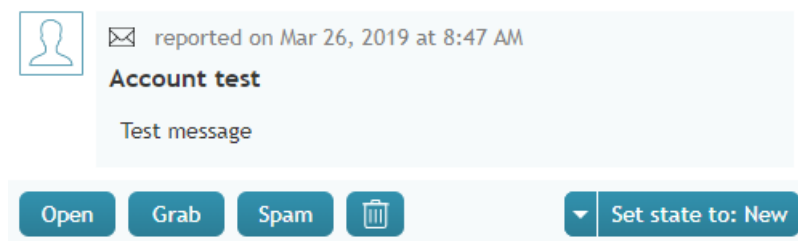
## Case State

Agent Desktop allows you to assign *state* to cases, which may be used to organize and classify your case workload. For more information about cases, see [My Cases Interface](#) and [Search & Preview Records Interface](#).

The following states can be applied to cases.

### New

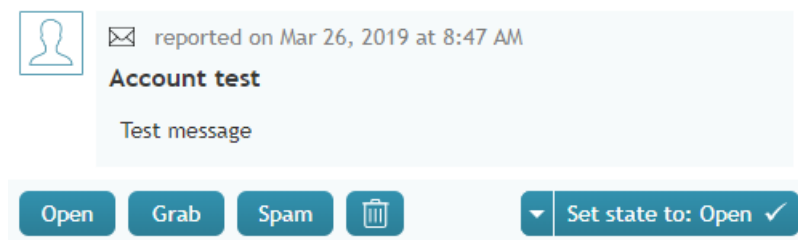
This state is for new, unopened cases.



The New case state

### Open

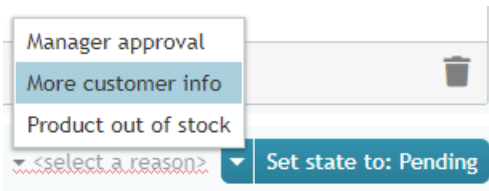
This state is for cases that have been opened but are not yet processed.



The Open case state

### Pending

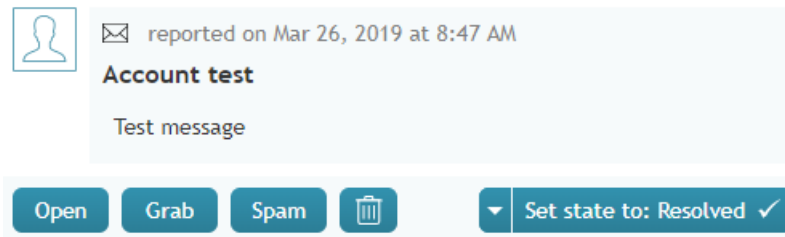
This state is for cases that require further action. When a case is marked as Pending, you must select a corresponding Case Pending Reason. Case Pending Reasons are defined by your system administrator and allow you to provide additional information as to why a case is pending.



The Pending state with pending reason

## Resolved

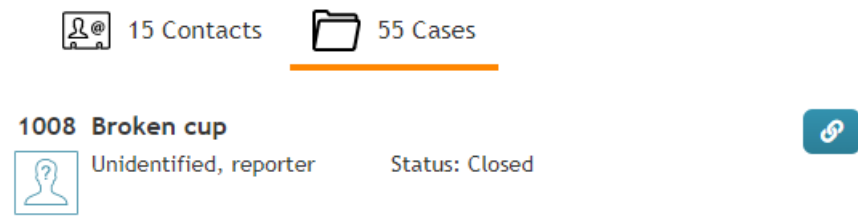
This state is for cases that are completed. Note that cases marked as Resolved can have changes made to them and will stay in the Resolved state for a period of time as configured by your administrator; after this point, the case will be [Closed](#). Additionally, when marking a case as Resolved, you will have the opportunity to disposition it.



The Resolved case state

## Closed

This state is for cases that have exceeded the period of [Resolved](#) days (as configured by your administrator). Changes cannot be made to closed cases; however, it is possible to create a [follow-up case](#) from a closed case.



The Closed state

