

5.8 How to Compose a Reply

Bright Pattern Documentation

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1. REDIRECT [5.3:Agent-guide/Work/KnowledgeBase/Overview](#)

Case State

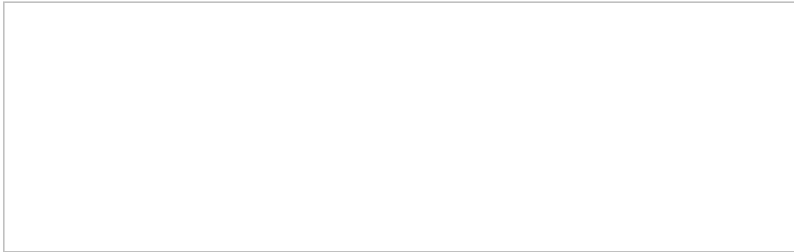
Agent Desktop allows you to assign *state* to cases, which may be used to organize and classify your case workload. The activity history for changes in the case state can be [searched](#), that is, if a case changes from *New* to *Open* or from *Open* to *Pending*, that is tracked as well.

For more information about cases, see [My Cases Interface](#) and [Search & Preview Records Interface](#).

The following states can be applied to cases.

New

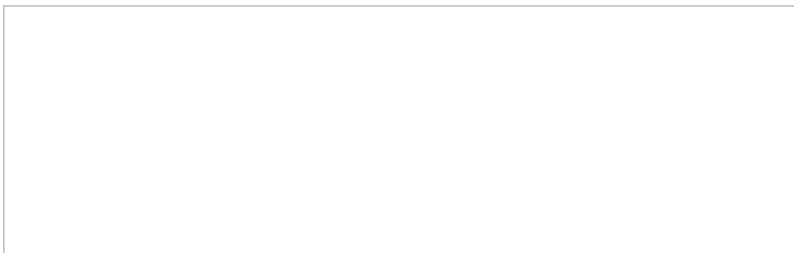
This state is for new, unopened cases.



The *New* case state

Open

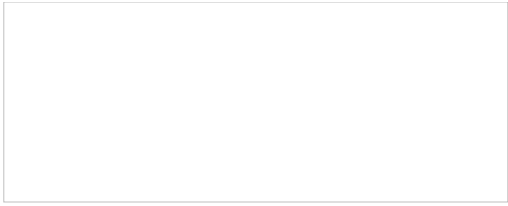
This state is for cases that have been opened but are not yet processed.



The *Open* case state

Pending

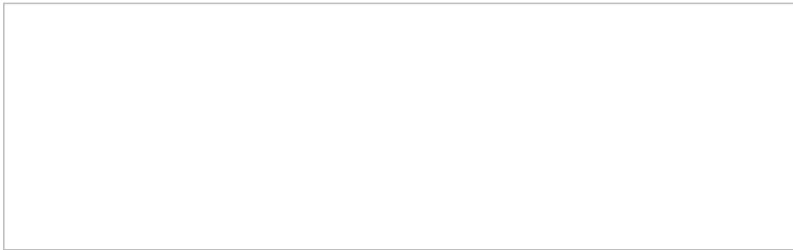
This state is for cases that require further action. When a case is marked as Pending, you must select a corresponding Case Pending Reason. Case Pending Reasons are defined by your system administrator and allow you to provide additional information as to why a case is pending.



The Pending state with pending reason

Resolved

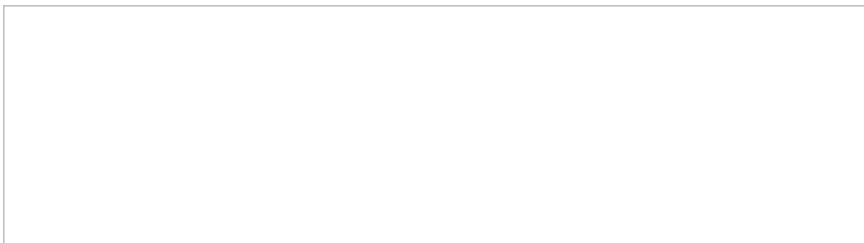
This state is for cases that are completed. Note that cases marked as *Resolved* will automatically switch to the *Open* state if a new email is received or if the agent uses the case on any interaction. Cases marked as *Resolved* can have changes made to them and will stay in the *Resolved* state for 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

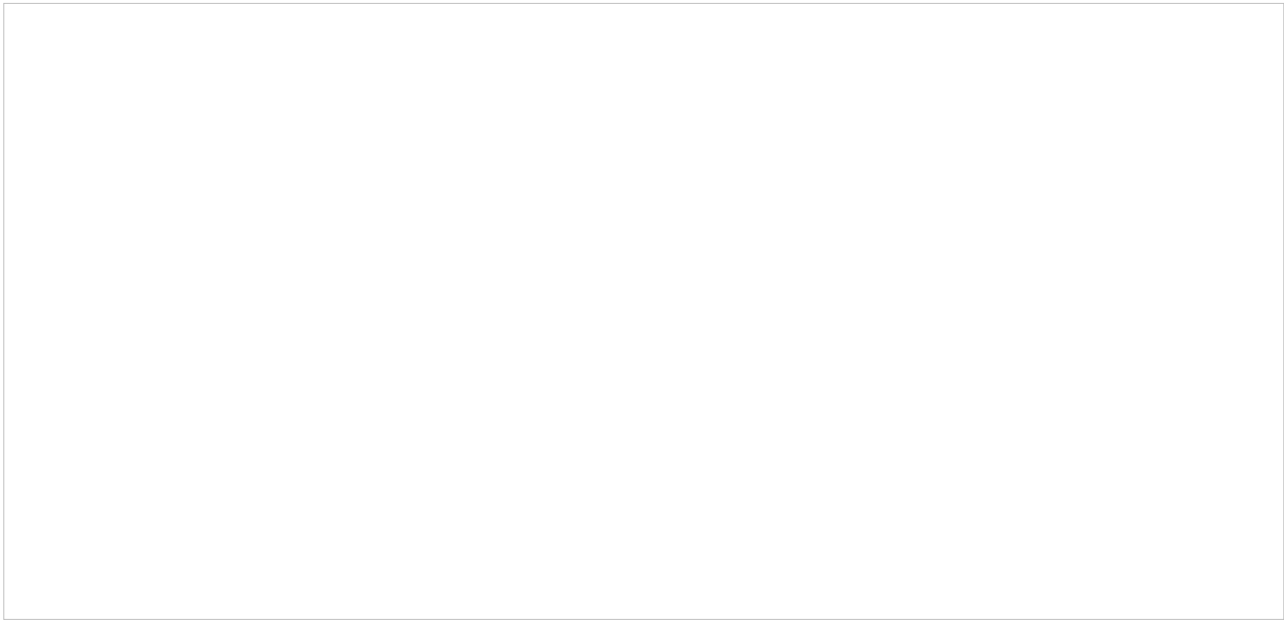
This state is for cases that have exceeded the period of [Resolved](#) days (as configured by your administrator). Changes cannot be made to closed cases; however, it is possible to create a [follow-up case](#) from a closed case.



The Closed state

Case Activity

The change in case state activity can be tracked on the [Details Tab](#) page. Clicking the link beside the Case Status will allow you to sort between cases currently in the various states: *All*, *New*, *Open*, *Pending*, *Resolved*, and *Closed*.



Cases