

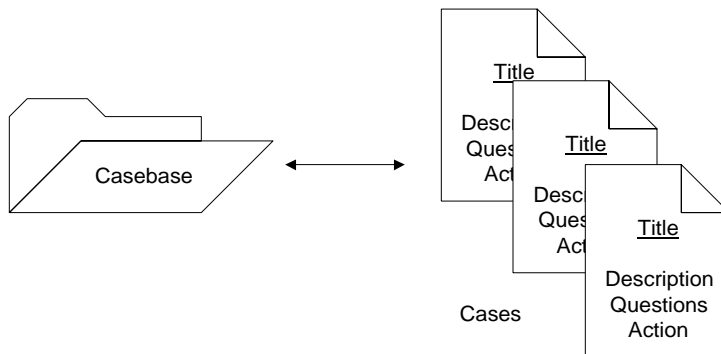
- UNDERSTANDING CASEPOINT

Understanding CasePoint

CasePoint is a problem solving tool. By describing technical problems in Remedy and answering questions in CasePoint, you find accurate solutions quickly. Plus, built-in features make it easy to improve CasePoint's database yourself. *Your* skill and experience make CasePoint a valuable resource over time.

CasePoint stores information in "casebases." Each casebase consists of unique sets of problems, questions, and solutions called "cases." All cases in a casebase share a common theme.

CasePoint stores information in "cases" and "casebases." Casebases are like databases.



Read this section to learn how CasePoint stores information and how it uses "case-based reasoning" to find the answers you need.

What is Case-based Reasoning?

CasePoint was designed to imitate the way people naturally solve problems. Most of us already use the principles of Case-based Reasoning in our lives. When confronted with problems to solve, we search our memories for similar experiences. When we find close matches, we try the solutions that worked before. With each new problem and solution, we learn and develop.

CasePoint uses a similar process to store technical data. Each case represents a new "experience." By searching casebases, you benefit from the collective experience of the Global Technology Group.

What are Cases?

A case is simply a problem, a set of questions and answers, and a solution. Each time you describe a problem, CasePoint searches its casebase for similar cases. To find the closest match, it asks you questions associated with those cases. Before long, a “winning” case rises to the top of the list.

Each case consists of a problem, at least one question, and a solution.

How does CasePoint work with Remedy?

You already use Remedy to gather information about problems. Now you can use Remedy to deliver problems to CasePoint automatically. With CasePoint, you can solve problems and close tickets more quickly.

CasePoint helps find solutions to technical problems. Don't use CasePoint if you already know the solution to a problem. Simply document the problem and its solution using Remedy.

Using CasePoint is optional.

What are the Benefits of Using CasePoint?

You don't have to be an expert to use CasePoint. CasePoint uses questions to help locate the information you need, so even agents who are not subject matter experts can find solutions to technical problems.

By streamlining your access to information, CasePoint allows you to:

- handle more calls in the same amount of time
- solve more problems up-front, without escalating to other groups
- develop a better understanding of the systems you support. Case Point is primarily a problem solving tool, but it is also a learning tool.

Introduction

After CasePoint has been installed on your computer, you may use Remedy to describe the problem to solve and start your CasePoint search.

① - ② - ③ Step-By-Step STARTING A SEARCH

1. Open Remedy, if it is not already open.
2. Complete any user information fields that apply.
3. Click the button next to the **Short Problem Description** and choose from its menu to describe the problem.



Complete any other problem description fields that apply. Do not enter any information in the **Short Problem Description**; CasePoint populates this field automatically when you choose to return to Remedy.

4. Click **Run CBR** in Remedy to switch to CasePoint and start your search. (Your PC should already be configured to start CasePoint during startup.)



Remedy delivers your **Short Problem Description** to CasePoint automatically, along with values from the following Remedy fields:
CLASS (Problem, Information, or MAC), **ORIGNATION** (Desktop/LAN, Network/WAN, Application/System, or Voice),
OP: Site/Location, O: Type, O: Component, O: Device, O: Specific Name/Nbr, D: Type, D: Component, D: Device, and D: Specific Name/Nbr.

NOTE:

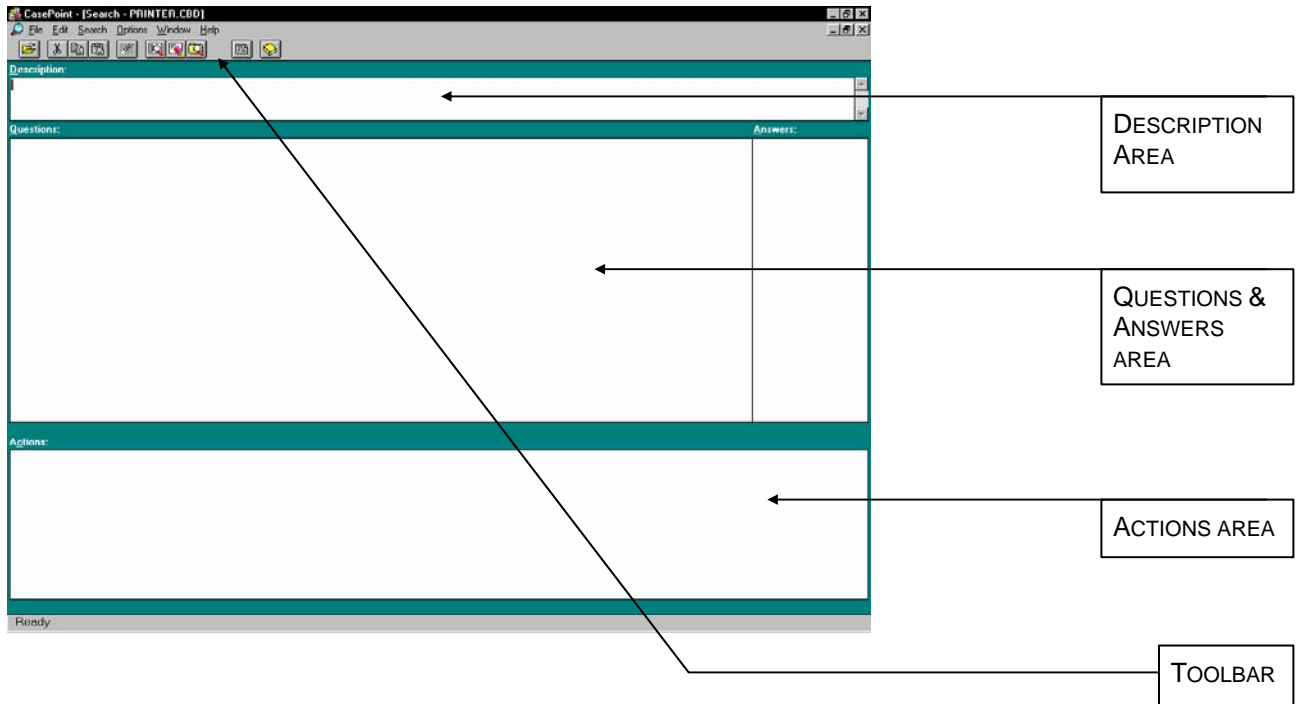
If you see errors when you try to use CasePoint, you may not have enough memory available on your PC. Close other applications you may have running, including Microsoft Office, and try using CasePoint again.

**CHECKPOINT**

Perform this short exercise to learn how to use Remedy to start searching the casebase:









1. Use Remedy to describe a technical problem; for example: "Monitor does not work."
2. Click **Run CBR** to launch the CasePoint search and review the next section for information about making changes to the description that CasePoint uses by default.

THE CASEPOINT SCREEN



The **toolbar** appears under the menu bar. It consists of buttons that let you perform a variety of tasks.

Use the following icons to:

OPEN A CASEBASE	
REMOVE SELECTED TEXT INTO THE CLIPBOARD (CUT)	
COPY SELECTED TEXT INTO THE CLIPBOARD (COPY)	
PASTE CLIPBOARD TEXT (PASTE)	
UNDO LAST EDIT (IN DESCRIPTION FIELD)	
SEARCH THE CASEBASE	
CLEAR ALL SEARCH WINDOW FIELDS	
SAVE CURRENT SEARCH AS AN UNRESOLVED CASE	
DISPLAY ADDITIONAL INFORMATION FOR THE HIGHLIGHTED ITEM	