

Case - Product, Sub Product, Functional Area Options

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[Purpose](#) [Options Lists](#)

This document provides access to the list of available options for the case field fields:

- Product
- Sub Product
- Functional Area

These fields are now required to be populated for all support cases and reviewed by the Triage team for accuracy. They can be edited by clicking the Edit Case Category button on the case.

See [Product Issue - Submit an Issue](#) and [Product Issue - Review and Acceptance](#) for full details on submitting a case to the Triage team process and the review process once the case is in the Triage queue.

They are used to group or filter cases for various departments to :

- Development bug fix scheduling efficiencies
- Product Management focus areas
- LMS offering focus areas
- Knowledgebase article focus areas
- HR - staffing and training needs

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The following link will provide action to the list of options for each product: [Case product-Sub product-Functional Area Options List.xls](#)

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