

### C. Update an Existing Case

1. You can also add notes after submitting your case, by clicking on the “Add Notes” button

The screenshot displays a web interface for case management. At the top, there is a navigation bar with links: "Add Note", "Open Case", and "Search Cases". Below this is a header for "Details for Case # 20000216", with a yellow box labeled "Case Number" pointing to the case ID. The main content area is divided into two columns of case details. The left column includes: Case Condition: Open; Customer name: TEST CUSTOMER; Case Status: Not Assigned; Issue Type: System Support; Case Source: Web; Contact Name: Test Test WebID; Contact Phone: 847 725-4902; Contact Email: test@test.comtest. The right column includes: System Site ID: MDT1130; System Site Name: Test Site as an example; Case System: IT; Case Type: Network Management. Below the details is a table with columns: Activity, Date/Time, and Activity Summary. The table contains two rows: "Create" (12/31/2004 3:58:53 PM) and "Note" (12/31/2004 3:59:53 PM). A yellow box labeled "Expand/Collapse Buttons" points to "Expand All" and "Collapse All" links. At the bottom of the table, there are "Previous" and "Add Note" buttons, with a yellow box labeled "Add Notes" pointing to the "Add Note" button.

Case Condition: Open  
Customer name: TEST CUSTOMER  
Case Status: Not Assigned  
Issue Type: System Support  
Case Source: Web  
Contact Name: Test Test WebID  
Contact Phone: 847 725-4902  
Contact Email: test@test.comtest

System Site ID: MDT1130  
System Site Name: Test Site as an example  
Case System: IT  
Case Type: Network Management

Activity	Date/Time	Activity Summary
Create	12/31/2004 3:58:53 PM	*** Performed by contact: Please Specify, Status = Not Assigned
Note	12/31/2004 3:59:53 PM	*** Performed by contact

### **Motorola Solutions On-Line Support**

1. Motorola does not recommend using this tool for opening Severity 1 or 2 cases. For any critical issues, customers should contact the System Support Center by calling 800-323-9949 and following the appropriate prompts.
2. The same guidelines would apply to updating cases with critical information. Any critical updates should be reported directly to Support at 800-323-9949.
3. When updating case notes, please provide contact information, which includes phone number, email, etc.
4. For questions on Motorola Online eCase Management or Support, please contact the Motorola Online Helpdesk at 800-814-0601.