



Nextiva CRM Case Inbox

The **Case Inbox**, the main view for interacting with Cases, allows users to filter and sort cases by status (All, Open, In Progress, Awaiting Response, Resolved, and Closed) or by the department from the left panel. **Case Inbox** allows Users to quickly view and manage Cases and interact with clients from one place.

- A. When first opened, the **Case Inbox** displays **My Cases** by default. Click any **Case** to view all Case interactions and details in the right panel.
- B. To view the **Case Workspace**, click the **Engage** button on the bottom-left corner of the **Case Interaction** feed.
- C. Users can also create a **Note**, send an **Email**, and **Log Interactions** by clicking the **Plus (+)** icon on the bottom-left corner of the **Case Interaction** feed.
- D. View high-level Case information.
- E. Quickly view Contact information and recent activity.
- F. View any integrations.

