




This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Customer Care Mobile Application User Guide

Update Case with Message

12/19/2025

Update Case with Message

To update a case with a message, tap on the case update icon  next to the telephone in the Case Details window. On the Case Updates screen, type an update in the Message text box and tap the Send button.

