


Creating a Global Link in Numara

Agents and customers can link to **Global Issues**, creating **Global Links**, in a number of ways. When a **Global Link** is created, it inherits many of the properties of the **Global Issue**, but also contains the contact information for the individual customer. **Global Links** can all be closed simultaneously when the **Global Issue** is closed.

There are two ways for an Agent to create a **Global Link**:


- From a **Global Issue**
- From a Regular Issue

Create a Global Link from a Global Issue

1. **On the FootPrints Homepage** — Under Global Incidents click on the **Global Issue** number (ex: 403)
2. **From the Details screen of the Global Issue**—select  **New Global Link** from the Details menu.
3. The Create **Global Link** form is displayed. It is similar to the regular Create Issue page, but with fewer fields.
4. Enter the CampusID of the affected user, as you would when creating a regular Issue.
5. Click **Save**. The **Global Link** is created. It is listed on the Details page for the **Global Issue**.
6. **Prefilled Information from Global Issue:**
 - **Severity/Status**—These fields are pre-filled with the information from the **Global Issue**. There is no need to change them unless the **Global Link** has special properties (for example, the CEO has reported the problem and the Issue should receive an Urgent priority).
 - **Issue Information**—These are pre-filled with information from the **Global Issue**. Make any changes needed or fill in additional fields as required.
 - **Description**—This is pre-filled with the description from the **Global Issue**. Make any changes needed. Changes to this field do not affect the **Global Issue**.
 - **Attachments**—Files attached to the **Global Issue** are also linked here.
 - **Assignment**—By default, the **Global Link** is assigned to you or to whoever is normally assigned to Issues based on problem type or other Auto-Assign/Escalation rules. The main **Global Issue** remains assigned to the original assignee of that **Global Issue**. The original assignee is responsible for closing the **Global Issue**, which also closes all of the associated **Global Links**.

Create a Global Link from the Details Page of a regular issue

Regular Issues can also be converted into **Global Links**. To convert a regular Issue into a **Global Link**:

1. Open the ticket you want to link.
2. Select Global >  **Link to Global** from the Details menu.
3. A pop-up window is displayed with a list of available **Global Issues** to link. Select the desired **Global Issue** and click **Save**.
4. The **Global Link** is created. It is listed on the Details page for the **Global Issue**, along with the other **Global Links**.