Cases

Describe the problem. Get the answer.

Some problems arrive as a phone call: "the practice software has crashed ten times since the vendor reinstalled it." There's no finding to point at. A case takes the technician's own description, investigates the machine in depth in the background, and writes the answer back into the device chat.

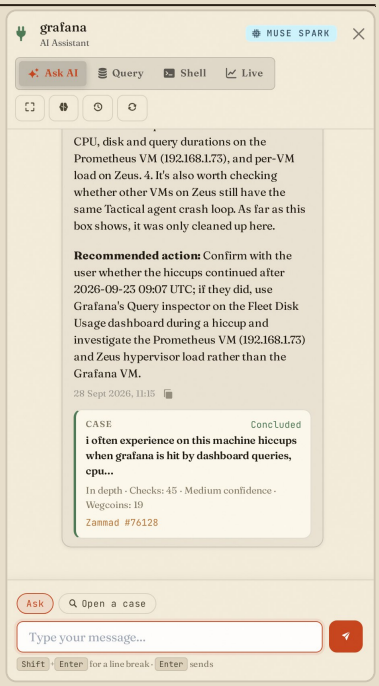
45	19	0
checks in the example below	wegcoins it cost	changes made to the machine

WHEN TO OPEN ONE

A finding answers "why did this check flag something". A case answers "here is what I was told, find out what is going on": a crash with no error, a machine that is slow every morning at nine, a printer that fails for one user only. It works for a group or a whole client too. "Every PC at this site freezes at 9am" is investigated across the machines, starting with which are affected and which are not.

HOW IT WORKS

1. In the device chat, press **Open a case** and describe the problem in your own words. Add when it started, log files to read, and up to five screenshots or logs.
2. Before anything is spent you see the ceiling (150 wegcoins by default) and your balance, or that it runs on your own Anthropic key.
3. It runs in the background on Claude Opus: the machine's stored history, live osquery, files it reads, and fixed diagnostics from the agent's catalogue. Closing the page doesn't stop it.
4. The conclusion lands in the chat: what it found, what it ruled out, the recommended action, its confidence, the number of checks and the cost.
5. If you tick it, a ticket is filed in your Zammad: a neutral text for the customer, the detail as an internal note.



A concluded case in the device chat. The recommended action, then the case card: 45 checks, medium confidence, 19 wegcoins, and the helpdesk ticket it was filed under.

WHAT IT WON'T DO

A case reads. It can't write, install, start, stop or change anything on a customer's machine, because those tools aren't in its toolset, and a test pins that. It runs with the technician's own permissions, within fixed limits (40 model calls, 80 tool calls, 45 minutes), and is charged for what it uses, up to the ceiling and no further. When the fix needs a change, the case recommends it in words and a person decides.

AN EXAMPLE

A technician wrote: "I often experience hiccups on this machine when Grafana is hit by dashboard queries, CPU seems quite high." The case read seven days of CPU history, Grafana's process accounting and journal, the dashboard's queries and a live sample. Its answer: Grafana uses a fraction of a percent of one core and only passes the queries on. The work happens on the Prometheus server, so that is where to look. It also found the one real fault on the machine, an agent of another tool stuck in a crash loop.