

Customer ability to close Salesforce Cases

- **Article Type:** Q&A
 - **Product:** Cross-Product
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Question

Can a customer close a Salesforce Case? If so, how?

Answer

Yes.

1. Click on the 'Edit' button.
 - 2 . The question, "Do you want to close the case?" should then be an option.
 3. Select 'yes' from the drop down list that appears to the right of the question
 4. Click "Save".
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