

Case templates

All templates

[SE] Ist Ekstens - Startet
[SE] Test Ronny 4
[SE] TestStandardEndringTest
Avgang ITsystemer
Bestilling av varer-startet
Fagapplikasjon - Agresso (Status->Startet)
Fagapplikasjon-Startet
Glemt passord- Løst
Heng i citrix
Legge til en e-postkonto i Outlook
Lovisa fagapplikasjon
Mobil konfigurasjon-startet
Opplæring:
Overvåkningshendelse-Startet
pålogging inn-startet
Pålogging passord-løst
Tanking av pc - Startet
Tilgang
Tilgang Avvik
Tjeneste:Oppsett av smarttelefon (Activesync)- Løs
Treghet/Heng-Startet
Utskriftfeil-startet

Register / change templates

Name	<input type="text"/>
Subject	<input type="text"/>
Description	<input type="text"/>
Log	<input type="text"/>
Solution	<input type="text"/>
Time consumption	<input type="text"/> Hours <input type="text"/> Minutes
Object type / object	<input type="text"/>
Type	<input type="text"/>
Category	<input type="text"/>
Affects	<input type="text"/>
Priority	<input type="text"/>
Status	<input type="text"/>
Email user	<input type="checkbox"/>
Standard Change	<input type="checkbox"/>
Applies to all operating units	<input type="checkbox"/>

NEW

SAVE

DELETE

Templates are used in a case for auto-filling fields. It is useful to create templates for Case / Service that are often repeated. For example, ordering of technical equipment. Create a default template.

Templates are defined for the different types of cases.

With text editor, parts of the text can be highlighted / underlined, and links, pictures and tables can be added to the template.