

# Features in the inbox

REGISTER

MERGE

ADD TO THE CASE

DELETE

## Register

Select the case and click «Register» to register case, categorize and process the case.

## Merge

Once you have selected a case, you can match it with a case that is registered and deals with the same issue. Select the case you want to merge with and click 'Merge'.

## Add to the case

If a user only sends a reminder about a previously registered case under the "Latest user" tab, you can easily add the email as an email log in the registered case. Select the email you want to add to the case. Click the "Add to the Case" button. The case will show that it is updated with an email icon and an updated date.

## Delete

You can also delete an incoming case, if it's spam.

ADD TO THE CASE

The screenshot displays a software interface with an 'Inbox' section on the left and a list of cases on the right. The 'Inbox' section has a table with columns: RECEIVED, T., SUBJECT, USER, and DEPARTMENT. One entry is visible: '08.07 12:22' with a subject 'Feilmelding 4810958 - 0.0'. Below the table, there are fields for Subject (Feilmelding 4810958 - 0.0), Username, Name, Customer, Email, CC, Phone, Type (Hurtigregistrering), Attachments (None), and Create as (Incident). The right side shows a list of cases with columns: LATEST, LATEST DEPARTMENT, and LATEST USER. The list contains several entries with dates, times, and case numbers, such as '07/08/2019 12:08 - 48273 - TMS Error occurred ticket nr 4810958'. At the bottom of the interface, there are buttons for REGISTER, MERGE, ADD TO THE CASE, and DELETE. The status bar at the very bottom shows 'VS. Problem med en bruker som ikke ko Startet', '4-Medium', and other system information.