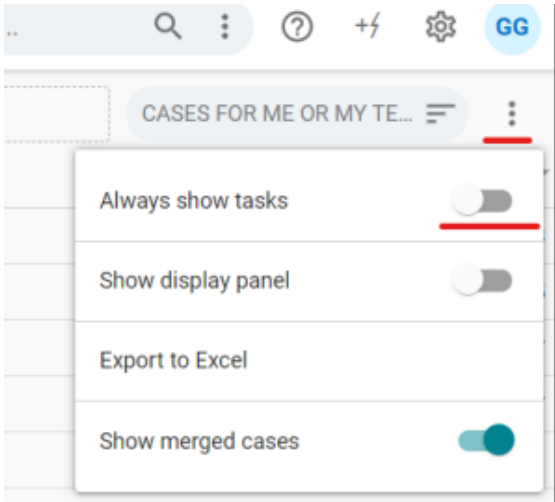


More Service Tips & Trix - Subtasks

Subtasks

With subtasks you can let one agent perform certain tasks while another agent is responsible for the case. From a case, the task is created by clicking «New task» and each task has the following:

- Subject - Description - Work log - Start time - Solve time - Object Type - Objects - Status - Time consumption - Email to agent
- Project tasks also contain fields for progress, economics and attachments.
- By clicking the «Display» button at the top right of the Servicedesk overview tab, and check for "Show scheduled tasks", you will make the task list visible, with all subtasks, maintenance tasks and project tasks.
- If you have been assigned a task, tasks will automatically appear at the bottom of the overview screen



The task list is located under the case list in your Servicedesk overview. NB! Tasks assigned to you are only visible here.

Cases											
Case ID	Type	Subject	Customer	Category	User	Icon	Status	Priority	Updated	Team	Agent
1183	VS	Autotask utfordringer	Technet	Application	gunn garvik	Star	Started	Medium	2022-12-21 10:52	IT-support	IT-support
1182	A	[Access new employee]	Technet	Access	gunn garvik	Star	Not started	High	2023-01-09 12:29	2. Inge	2. Inge
1181	I	Feil på disk	Technet	Client	Ronny Michel...	Star	Started	Medium	2022-12-21 10:32	IT-support	IT-support
1179	S	[Bestille Hardware]	Technet	Order	gunn garvik	Star	Started	Medium	2022-12-21 10:53	2. Inge	Gunn Garvik
1178	S	[Bestille Hardware]	Technet	Order	gunn garvik	Star	Started	Medium	2022-12-07 11:01	IT-support	Gunn Garvik
1177	S	[Bestille Hardware]	Technet	Order	gunn garvik	Star	Started	Medium	2022-12-06 12:44	IT-support	Gunn Garvik
1167	I	Visma fungerer ikke	Technet	Application	gunn garvik	Star	Started	Medium	2022-12-06 12:41	IT-support	IT-support
1161	I	Feil i Visma	IMS	Error	Anne Hansen	Star	Started	Medium	2022-12-21 10:33	2. Inge	2. Inge
1157	I	test av innboks på laptop	Technet	Application	gunn garvik	Star	Started	Medium	2022-12-05 09:35	Planlagt saker	Planlagt saker

Number: 9, Open cases: 30

Tasks						
Case	Subject	Status	Object	Agent	Start date	End Date
Case: 1182 - 1182	Register as a user in QF365	Started		Gunn Garvik	2022-12-07 13:45	2022-12-07 13:45
Number: 1						

In the case list overview, the number of performed / total number of tasks are shown in the "Tasks" column:

Cases											
Case ID	Type	Subject	Tasks	Customer	Category	User	Icon				
1183	VS	Autotask utfordringer	0/0	Technet	Application	gunn garvik	Star				
1182	A	[Access new employee]	4/5	Technet	Access	gunn garvik	Star				
1181	I	Feil på disk	0/0	Technet	Client	Ronny Michel...	Star				
1179	S	[Bestille Hardware]	0/0	Technet	Order	gunn garvik	Star				
1178	S	[Bestille Hardware]	0/0	Technet	Order	gunn garvik	Star				
1177	S	[Bestille Hardware]	0/0	Technet	Order	gunn garvik	Star				
1167	I	Visma fungerer ikke	0/0	Technet	Application	gunn garvik	Star				
1161	I	Feil i Visma	0/0	IMS	Error	Anne Hansen	Star				
1157	I	test av innboks på laptop	0/0	Technet	Application	gunn garvik	Star				

Number: 9, Open cases: 30

By adding «Planned tasks» in the right menu, you get an overview of the number of tasks per agent:

 Planned tasks

Admin Admin	9
John Smith	9
Trond Lykken	9

 Agent Status

Admin Admin	1
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