

How to use standard status "Suggested solution"

Statuses in More Service:

Default statuses in More Service are:

- Not Started
- Started
- Resolved
- Waiting
- Remains unresolved
- Suggested solution.

In Settings can you manage, change and create new statuses.

The status "Suggested solution" can be used if you want to automatically close the case in the future.

The status «Suggested solution» can be used from the agents view, as shown below.

The screenshot shows the TMS Servicedesk interface for a case titled "Kundeforespørsel" (Customer Inquiry) with ID 12280. The case is assigned to Gunn Elisabeth Garvik (gungar) from Technet System. The status is "Løsningsforslag" (Suggested solution), which is circled in red. The case description mentions a request for a test database for Gigafib. The interface includes fields for Maler (Painter), Kategori (Category), and Prioritet (Priority). The status dropdown is set to "Løsningsforslag". The "Løses automatisk" (Solved automatically) field is set to 23.05.15 12:12. The "Epost til bruker" (Email to user) checkbox is checked. The bottom of the interface has buttons for "Ny logg / epost", "Lagre", "Lagre og Lukk", and "Slett".

Registrert
11.05.15 14:39
11.05.15 14:39
11.05.15 14:25
11.05.15 14:25
11.05.15 14:25
11.05.15 14:25

Once you have chosen «Suggested solution» as status and press "Save" it will automatically come up with an email template to use where agents can fill in suggested solution. The email template is shown on the image below.

The email template can be edited under Settings > Email templates.

Epost

Til	<input type="text" value="x gg@technet.no"/>		
CC	<input type="text"/>	BCC	<input type="text"/>
Emne	<input type="text" value="12280 - Kundeforespørsel"/>		
Last opp	<div>Dra og slipp vedlegg hit</div>		
Eksisterende	<input type="text"/>		
Vedlegg			



Hei Gunn Elisabeth Garvik, vi har et løsningsforslag til deg, hvis dette ikke fungerer kan du svare på denne e-posten.

Løsning

Reinstaller skriver lokalt

Hører vi ikke fra deg vil saken automatisk lukkes.

Saken kan når som helst gjenåpnes ved å svare på denne e-posten.

Med vennlig hilsen,

Gunn Garvik

Lagre og Send

Arbeidslogg

Avbryt

 Løsning

