

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:

Overvåkningsshendelse-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

Subject

Description

Log

Solution

Time consumption

Hours

Minutes

Object type / object

Type

Category

Affects

Priority

Status

Email user

Standard Change

Applies to all operating units

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.