

More Service Tips & Trix - Service messages

Service messages

Service messages are used to alert affected users during interruptions, for information, downtime, scheduled maintenance, etc. Service messages can be created from 3 different views in More Service:

1. From a case

Go to the (Extra) tab and the "Create service messages" button.

Title: The subject field from the case becomes the title of the service message. You can edit it. **Message:** The text you want to send. **Groups:** User groups you want to receive this service message when logging in to user web, and optionally receiving notification by email, will be added to "Selected Groups." **Case number:** The field shows the case number if the service message was created from a case. **Priority:** If several service messages have been published at the same time, the priority will determine the order of the list shown on user web. **Show from / to:** The time frame you want the service message to appear on user web. **Work date from / to:** These dates are shown in the mail sent to users as well as on user web.

The screenshot shows a form for creating a service message. The 'Title' field contains '[Bestilling]'. The 'Message' field contains the text 'Due to planned maintenance the server will be unavailable between 14:00 and 15:00 today.' followed by 'Best regards' and 'IT Support'. The 'Groups' field shows a list with 'Food deliveries' and 'Technet'. The 'Selected groups' field is empty. Below the groups, there is a checkbox 'Show only groups in my department'. The 'Case ID' field is highlighted with a red box and contains the value '1'. The 'Priority' dropdown menu is set to 'Normal'. The 'Show from' and 'Show to' date ranges are both '2020-06-09'. The 'Work date from' and 'Work date to' date ranges are also '2020-06-09'. A green 'SAVE' button is located at the bottom left of the form.

When you save the service message, you will be asked if you want to send an email to affected users:

- If you answer **yes**, all users in the selected user groups will receive an email with the service message, in addition to the service message being shown on their user web.
- If you answer **no**, all users in the selected user groups will only see the message on user web.

The screenshot shows a 'Notification' dialog box. The text inside says 'Do you want to notify affected users by email? 1 groups. 3 users.' Below the text are two buttons: a red 'YES' button and a white 'NO' button.

When the case is being closed, you will be asked if you want to delete the service message and/or send email to user:

S 1*
[Bestilling]

User: Admin Admin (admin) - 99000000 - Food deliveries

Templates: Bestilling Priority: Medium

Category: Applikasjon

Object search:

DESCRIPTION ATTACHMENTS (0) TASKS (0) RELATED CASES (0) MERGED CASES (0) FORM (0) EXTRA OUTLOOK

Hva ønsker du å bestille?

Registered	Description
2020-06-09 10:26	Status changed from Sol
2020-06-09 10:25	Status changed from Not
2020-06-09 09:38	To: tms02@technet.no
2020-06-09 09:38	Hour registration
2020-06-09 09:38	Registered

Agent: Admin Admin Team: -

Status: Solved

☐ Email user
☐ Lukk driftsmelding

NEW WORK LOG NEW EMAIL NEW TASK SAVE SAVE AND CLOSE DELETE

2. From the System Map (CMDB)

Right-click on an object and select "Create service message":

SERVICE DESK SYSTEM MAP ASSET MAINTENANCE PROJECT
 Documentation Reports Approve

Choose department: Standard

Inventar Server Netverk
 Model Printer
 Leverandør Kunder
 Lokasjon Tjeneste System

Search Add object

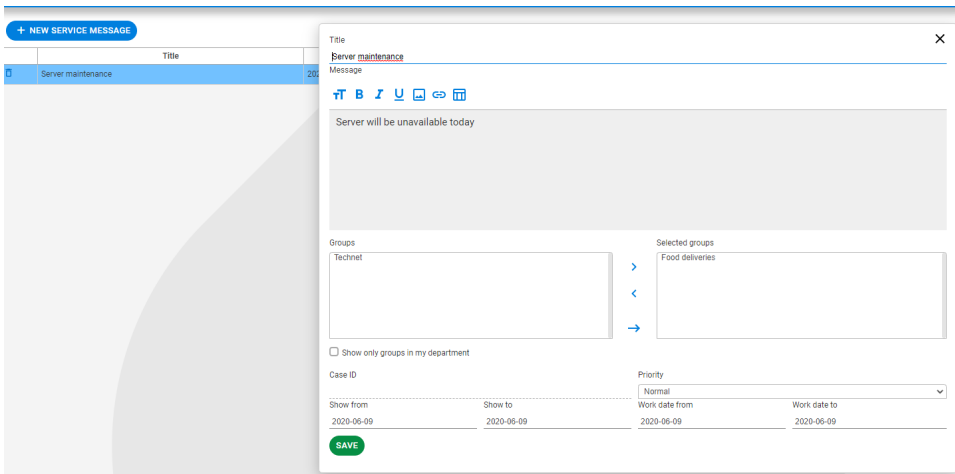
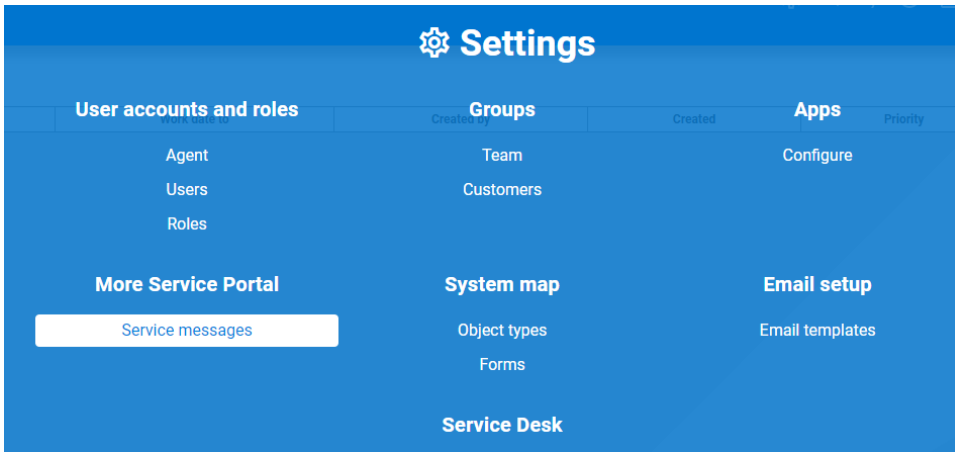
Server
 2008 Server
 Main server
 2012 R2 Server
 2013 Server

Mai
 Get object
 Delete dependency
 Comments regarding the connection
 Create service message

Main server
 Information
 Name: Main ser
 Responsible: 1. linje
 Responsible backup 1: 2. linje
 Responsible backup 2: 1. linje
 Location: Server rc
 Helpdesk (200 most recent)
 Documentation
 Documentation

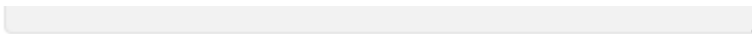
3. From the Settings menu

In the «Settings» menu you will find the list of all service messages and you can create a new service message regardless of case or object. From here you can also reuse previous service messages. By changing date, it will be visible again.

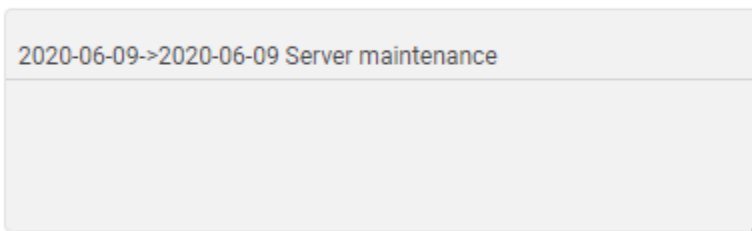


Right menu

In the right menu, you can add the service message information box and get quick access to active messages. You can also open the service message from here.



Service messages



Last opened

