

More Service Tips & Trix - FAQ / Knowledge Base

FAQ = Frequently Asked Questions

How to use FAQ in More Service:

More Service has 2 types of FAQ / knowledge articles:

- FAQ (Frequently Asked Questions). These are published on UserWeb.
- Known errors. These are available only to agents.

Create a new FAQ from a case

When you have found a good solution that users and / or other agents can benefit from, it's a good idea to create a new knowledge article. You can easily do this by using the "New Knowledge Article" icon in the solution work log.

Work log

Reported by
gunn garvik
gungar | 90117251 | Technet

Details

Templates
Access new employee

Category
Access

Order number

Object search

Description

The employee full name.

Tasks 5

Sequential tasks

✓ Register domain use
Period: 2022-12-07 13:45 t
Agent: Gunn Garvik

✓ Register as a user in
Period: 2022-12-07 13:45 t
Agent: Gunn Garvik

☐ Email to agent ☐ Bold ☐ Solution ☐ Private log ☐ Invoicing Hours Minutes

Responstid 5 ti

/ vik

117251 | Technet

New FAQ

Title

[Access new employee]

Category

Access

Object

Description

The employee full name.

Answer

Write the solution or how you solved this case, to share with your colleges.

SAVE

CANCEL

☐ Email to agent

☐ Bold

☐ Solution

☐ Private log

☐ Invoicing

Hours

Minutes

Subject, description, and solution from the case are included in the article and an email is sent to the Knowledge Base Manager telling that a new proposal has been registered (if the role is defined).

Knowledge Base Manager must publish the article before it becomes visible / searchable for users and agents. If no Knowledge Base Manager is defined, the article will be published automatically.

Use a FAQ to resolve a case

When you register a new case and Object matches a knowledge base article, the question icon on the subject field turns red.



Click the question mark icon to get a suggested solution. Select the chosen article. From here you can use the "Copy to case" button or close the window. When you copy the solution to the case, the text from the knowledge base article's reply field is added to the case's solution field

If you do not have text in the Subject and Description field of the case, "Copy to Case" will fill in these fields as well. You can click on the question mark icon to search for solutions at any time.

The screenshot shows a Service Desk interface. At the top, a case titled "1182 [Access new employee]" is displayed. Below it, the "SL Type: JL-H-Responstid 5 timer" and "Reported by: gunn garvik" are visible. A search bar on the right contains the text "Case search ...". A dropdown menu is open, showing options: "Split case" and "Show FAQ that might help to solve the case". Below the dropdown, a table lists search results for "Fra ADFS til Azure AD". The table has columns for "Title", "Type", and "Last revised". The first result is "Legge til skriver på nytt" (Type: FAQ, Last revised: 2022-03-10). The second result is "Legge til en e-postkonto i Outlook" (Type: FAQ, Last revised: 2022-11-07). The third result is "Feil i sak arkiv Elements" (Type: FAQ, Last revised: 2022-03-10). The fourth result is "Legge til en e-postkonto i Outlook (vedlegg)" (Type: FAQ, Last revised: 2022-10-27). The fifth result is "Feil på arkivsystem" (Type: FAQ, Last revised: 2022-03-17). The sixth result is "Single signon installasjon på iphone" (Type: FAQ, Last revised: 2022-10-06). The seventh result is "Indeksregulering" (Type: Known error, Last revised: 2021-12-22). The eighth result is "Fra ADFS til Azure AD" (Type: Known error, Last revised: 2022-09-28). The ninth result is "Benytte egen avsender e-postadresse. SPF" (Type: FAQ, Last revised: 2022-09-28). Below the table, there are checkboxes for "Use link" and "Use FAQ email template", and a "COPY" button.

Title	Type	Last revised
Legge til skriver på nytt	FAQ	2022-03-10
Legge til en e-postkonto i Outlook	FAQ	2022-11-07
Feil i sak arkiv Elements	FAQ	2022-03-10
Legge til en e-postkonto i Outlook (vedlegg)	FAQ	2022-10-27
Feil på arkivsystem	FAQ	2022-03-17
Single signon installasjon på iphone	FAQ	2022-10-06
Indeksregulering	Known error	2021-12-22
<u>Fra ADFS til Azure AD</u>	Known error	2022-09-28
Benytte egen avsender e-postadresse. SPF	FAQ	2022-09-28

☐ Use link

If you "use Link" its just a link to FAQ in userportal you got in your mail.

FAQ on user web

From the menu, users have easy access to the most popular FAQs and can search for FAQs. Top 5 and Latest 5 appear at the top in the view, then «All FAQs».

The screenshot shows a user portal interface. At the top, there is a search bar and a "More Service" button. Below the search bar, there is a "Latest FAQ" section with a list of FAQs. The first result is "Benytte egen avsender e-postadresse. SPF". The second result is "Single signon installasjon på iphone". The third result is "Feil på arkivsystem". The fourth result is "Legge til en e-postkonto i Outlook (vedlegg)". The fifth result is "Feil i sak arkiv Elements". Below the list, there is a link "Click here to see all FAQs". To the right of the "Latest FAQ" section, there is a "Frequently Asked Questions" section with a list of FAQs. The first result is "Legge til skriver på nytt". The second result is "Feil i sak arkiv Elements". The third result is "Feil på arkivsystem". The fourth result is "Single signon installasjon på iphone". The fifth result is "Legge til en e-postkonto i Outlook (vedlegg)". Below the list, there is a link "Click here to see all FAQs".

Users can help themselves by taking advantage of FAQs, and Servicedesk gets additional time for other and possibly more complex cases.

Admin Admin

999999 - Technet AS)

Navigation

Start

New case

Cases

Questions And Answers

Log out

Links

Login portal

Webmail

Spamfilter portal

Webshop

Fjernsupport program

Last ned Citrix receiver

Last ned mobilepass klient

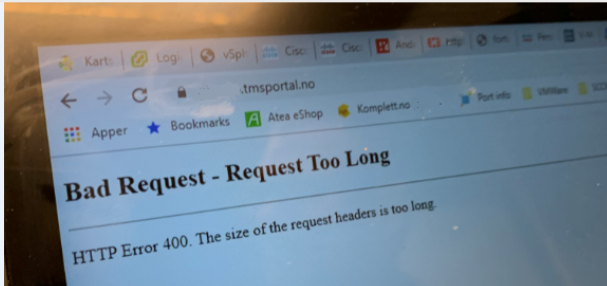
Questions and Answers

Bad request - request to long

Question:

Hei

En av våre teknikere, - får Bad request - request to long. Vedlagte feilmelding når han starter TMS, men bare i Chrome og bare på en av PCene han benytter til daglig. Hva kan gjøres med det?



Answer:

løsningen er å slette cookies i browseren på denne maskinen.

This solved the problem

This did not solve the problem

When a user registers a new case (and the setting is enabled), More Service will present possible solutions based on the text in the subject field. From here, users can choose to register the case if the suggestions do not solve the problem. When users click the "This solved the problem" button, this is registered and presented under the column "Helped" under Admin tabs and FAQ. Here you can also see how many times the article has been shown.

FAQ from the Service Desk tab

Here are all the knowledge base articles with status **Published** and **Suggestions**.

All agents can create new knowledge base articles from here. If a Service Desk Manager is defined, he or she must publish the article before it becomes visible / searchable.

Service Desk

System map

A

Overview

Problems

Changes

FAQ

Knowledge Articles

Search

Id

Type

Title

Status

Object

Created by

Created

45

FAQ

Legge til skriver

Proposal

Nettverksutskrift

Gunn Garvik

2022-10-06 10:38

44

FAQ

Visma utskrift

Proposal

Gunn Garvik

2022-09-29 10:39

43

FAQ

12:27

42

Kn

10:42

40

FAQ

12:19

39

Kn

15:37

38

Kn

13:01

37

Kn

13:51

36

FAQ

12:07

35

FAQ

10:41

34

FAQ

18:37

32

Kn

15:39

31

FAQ

12:07

30

FAQ

10:40

29

Kn

13:21

28

FAQ

18:21

27

Kn

19:49

Knowledge Article #1

Title

Type

☒ FAQ (Published to the More Service Portal)

☐ Known error

Description

Solution

Object

Category

Attachments

Drag 'n' drop files here, or click to select files

Last updated: 2023-01-09 12:55

Created by: 2023-01-09 12:55

SAVE

CANCEL

FAQ from Settings menu

Case search ...

User accounts and roles

Users

Agent

Roles

Groups

Team

Customers

Companies

Apps

Configure

More Service Portal

Service messages

Portal settings

Forms

Look and feel

System map

Object types

Forms

Email setup

Email templates

Asset

Settings

Object types

Service Desk

Template tree structure

Status

Service level

Setup

Priority

FAQ

Download

Categories

Case templates

Case flow

Notifications

The Administrator in More Service has access to the FAQ tab under Settings menu. Here are all knowledge base articles and the "Show only suggestions" button makes it easy to review new articles to be published.

Service DeskSystem mapAssetProject

Case search ...

Knowledge Articles

Search

Id	Type	Title	Status	Object	Created by	Created	Expires	Updated	Viewed	Helped	Not helped
45	FAQ	Legge til skriver	Proposal	Nettverksutskrift	Gunn Garvik	2022-10-06 10:38	2023-10-06	2022-10-06 10:38	0	0	0
44	FAQ	Visma utskrift	Proposal		Gunn Garvik	2022-09-29 10:39	2023-09-29		0	0	0

Articles have a field for expiration date. The default expiry date is set 1 year in advance. The Knowledge Base Manager can change the date. When the time expires, the publisher and the article will get status Suggestion, it is no longer visible / searchable.

Knowledge Article #2

Title

Server error

Type

☒ FAQ (Published to the More Service Portal) ☐ Known error

Status

☒ Proposal ☐ Published ☐ Not published

Description

Server stopped working.

Solution

Reboot server.

Object

Main server

Category

Applikasjon

Departments

Mine

Expires

2021-06-09

Attachments

Drag 'n' drop files here, or click to select files

Last updated:

Created by: Admin Admin 2020-06-09 11:55

SAVE DELETE CANCEL

Settings

Under the Settings Roles tab, a Knowledge Base Manager can be defined. Knowledge Base Manager ensure that published articles are relevant and set up according to the organization's template. Once this role is defined, an email will be sent when new articles are created. New articles get status «Suggestion» and Knowledge Base Manager can quality assure the content and then publish the article.

If no Knowledge Base Manager is defined, all articles will be published automatically, without quality assurance.

Under the section "More Service Portal ", "Portal settings" "Setting by customer"it is chosen whether a user will get suggested solutions when registering a new case, and whether the section with all FAQs should be shown.

Settings can be made for one, several or all customers



More Service Portal



Service messages



Portal settings

SETTINGS BY CUSTOMER

(New case, filter & FAQ)

SHARED SETTINGS

(Menu Links)

More Service Portal-New case, filter & FAQ

☒ Set settings for all customers

Check/uncheck the checkbox and turn on the switch for each setting that you want to set for all customers

☐ Show business open cases



☐ Show the business' solved cases



☐ Show the user's open cases



☐ Show user's solved cases



☐ Show FAQ suggestions when the user creates cases



☒ Show the section with all FAQs



SAVE

SAVE AND CLOSE

CLOSE