

Search

More Service elastic search.

Wildcard search supported.

- * for 0, 1 or more grades
- ? for 1 grade
- # for exact letters combined with numbers

Search by department. This is the default but can be configured.
Numeric searches are no longer "fuzzy". This means that a number in the case must match exactly the number that is searched for in order for a hit to be given.
Old cases are filtered out (> 3 years) Department-specific additional fields are now included in the search. The score decreases with age with the case.
Newer cases get higher scores due to age. By entering more words, you now limit the search. All the words that are given must be found in a case in order for the case to appear among the hits.
Search is started 400ms after the last search character has been entered. This is to avoid initiating searches for each letter while the user is typing.

Case search ...



Simple search by keyword, case ID, username, agent, status, in logg, object(CI) in case and e-mail etc:

787								   
Case ID	Type	Registered	Subject	Status	Agent	Customer	User	
787		2021-10-19	[Cyber Security]Dette er en test	Ikke startet	Gunn Garvik	Vealøs Base kunder	gunn garvik	

Number of 1 late

Activate the pin to keep the search

wifi								   
Case ID	Type	Registered	Subject	Status	Agent	Customer	User	Pin
776		2021-07-01	Wifi	Ikke startet	Gunn Garvik	Vealøs Base kunder	gunn garvik	

It's possible to toggle group by Agent, customer , status and User

wifi								
Case ID	Type	Registered	Subject	Status	Agent	Customer	User	
776	I	2021-07-01	Wifi	Ikke startet	Gunn Garvik	Base kunder	gunn garvik	
770	C	2021-07-01	Wifi problem	Løst	Gunn Garvik	Vealøs Base kunder	gunn garvik	
769	C	2021-07-01	Wifi problem	Løst	Gunn Garvik	Vealøs Base kunder	gunn garvik	
768	SC	2021-07-01	Wifi problem	Ikke startet	Gunn Garvik	Vealøs Base kunder	gunn garvik	
765	I	2021-07-01	Wifi problem	Løst	Gunn Garvik	Vealøs Base kunder	gunn garvik	
763	I	2021-07-01	Wifi fungerer ikke	Løst	Gunn Garvik	Ryksåsen Base kunder	Trond Lykken	
762	I	2021-07-01	Får ikke tv signaler	Løst	Gunn Garvik	Vealøs Base kunder	gunn garvik	
761	S	2021-06-29	Planlagt vedlikehold	Løst	Gunn Garvik	Technet	gunn garvik	
766	I	2021-07-01	Feil på Superoffice	Venter på lever.	Gunn Garvik	Vealøs Base kunder	gunn garvik	
734	C	2021-03-01	Wifi fungerer ikke	Løst	Gunn Garvik	Technet	Anne Hansen	
722	I	2021-03-01	Wifi fungerer ikke	Løst	IT-support	Technet	Anne Hansen	

With Advanced search you can combine a variety of search fields and time periods, for example status, priority, category, itemitem type, itemitem, subject , ordernummer, batch number and description.

Case ID

Subject

Description

Customer

User

From

To

Reg. by

Department

Agent

Type

Status

Status Types

Priority

Category

Object Type

Object

☐ Include subcases

☐ Include deleted

Order number, Batch number

SEARCH