## Planned start date (Incident / Service / Access)

To enable planned start date first open More Service settings page, then click on Setup

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	🕸 Settings	×
		Ŭ
User accounts and roles	Groups	Apps
Agent	Team	Configure
Users	Customers	
Roles	Companies	
More Service Portal	System map	Email setup
Service messages	Object types	Email templates
	Forms	
	Service Desk	
	Setup	
	Categories	
	Priority	
	<b>∂</b> Case flow	
nformation text and feedback function)	Status	
er & FAQ)	Service level	
	Case templates FAQ	
	Download	
	Template tree structure	

## Here you can enable/disable planned start

Settings for the case registration	on form
Require phone number for user during registration	n
Require affects to be chosen at case registration	
Require category to be chosen at case registration	1
Require priority to be chosen at case registration	
Require object to be chosen at case registration	
Require object to be chosen when a case is solved	d
Use SLA in case window	
Use Affects in case window	
Use Planned start in case window	
Send warning when responsible agent changes of	ten
Exclude external users when searching	
SET / CHANGE Set to Selected template catalog: Helpdesk,Dagligrutiner,Skj	iomore 2
More Service Portal Settings	
	_
SETTINGS BY DEPARTMENT	(Appearance, information text and feedback function)
SETTINGS BY DEPARTMENT SETTINGS BY CUSTOMER	(Appearance, information text and feedback function) (New case, filter & FAQ)

After changes are made, remember to click on update button

Settings for the case registration	form
Require phone number for user during registration	
Require affects to be chosen at case registration	
Require category to be chosen at case registration	
Require priority to be chosen at case registration	
Require object to be chosen at case registration	
Require object to be chosen when a case is solved	
Use SLA in case window	
Use Affects in case window	
Use Planned start in case window	
Send warning when responsible agent changes often	
Exclude external users when searching	
Template tree structure SET / CHANGE Set to Selected template catalog: Helpdesk,Dagligrutiner,Skjem	aer-2
More Service Portal Settings	
SETTINGS BY DEPARTMENT	(Appearance, information text and feedback function)
SETTINGS BY CUSTOMER	(New case, filter & FAQ)
SHARED SETTINGS	(Menu Links)
FORMS	

Planned start column can be shown in servicedesk overview, by enabling the column

M	SERVICE DESK	SYSTEM MAP	MAINTENANCE	PROJECT	
• 1	Overview	Problems	Changes	FAQ	
+ NEW	CASE 📮 (0) INB	ох 🔯 (4) моніт		ANGE LOG	Numb
Actions	-				
Case	e ID Type 🔻 🙄 Subj	ject		T Status	▼ Pri

Case ID Subject Status Priority Objects Agent Team Icon Service level Deadline		oblen ই
Status Priority Objects Agent Team Icon Service level Deadline		2
Priority Objects Agent Team Icon Service level Deadline		
Objects Agent Team Icon Service level Deadline		
Agent Team Icon Service level Deadline		
Team Icon Service level Deadline		
lcon Service level Deadline	$\Box$	
Service level Deadline	$\Box$	
Deadline	$\Box$	
	0	
	U	
Solution Deadline	$\Box$	
Task Status	$\Box$	
Registered		
Received		
Started		
Started within		
Planned start dat	e 🔲	
Updated		
Solved	$\Box$	
Customer		
Category		
Company	$\Box$	
Туре		
User		
Problem Candidate		
٢		
	Received Started Started within Planned start date Updated Solved Customer Category Company Type User Problem Candidate	Received     Image: Started       Started within     Image: Started       Planned start date     Image: Started       Updated     Image: Started       Solved     Image: Started       Category     Image: Started       Type     Image: Started       User     Image: Started       Candidate     Image: Started

After changes are made, you can then save the view so you dont have to do the same thing again. If you dont know how to save a view, click here.

You should be able to se planned start column in service desk overview now

Overview	Problems (0) INBOX (4) MON	Changes FAQ				
+ NEW CASE	(0) INBOX 🛛 🥘 (4) MON		Number 0. One			
			Log Number: 0, Oper	cases: 149		
Actions	-		Ε	ag column here to group		Default setup
▼ Case ID Type ▼ ©		▼ Status	▼ Priority ▼ Rec	ved 🔻 Planned star 🝸 Updated	▼ User ▼ Team ▼ Ag	Customer T Category

To use planned start, create or open a case and add planned start date to the case.

•0						0 0 0 0 0 0					
	ned start date									4	<b>0</b> 🖶
Jser Tes	st User (testuser) - Test Kunde									×	೭ ≔ ೭ 米
emplates			✓ Affects			<ul> <li>SL Type</li> </ul>	Innen 5 dager				
ategory Sy	/stem		Priority 4-Me	fium		✓ Start within	2020-07-25 10:45		Solved within		
bject search			Planned start			Consume		0%	Consume	0%	
DESCRIPTION	ATTACHMENTS (0) 1	TASKS (0)	RELATED CASES (0)	MERGED CASES (0)	FORM (0)		UTLOOK	Description		Amont	Time Co
						Registered		Description		Agent	Time Sp
											5
ent Am	ner Sisic	× -[				Email user					
	ot started		Team: - Operating unit: System			C cinar aser					
		TASK SAV	E SAVE AND CLOS	DELETE INVO							

## If planned date exist on case, it will be shown in caseview

M	SERVICE DESK	SYSTEM MAP													
	Overview	Problems	Changes	FAQ	Rep	orts									
+ NEW C	CASE 🛛 (0) INB	ох 🔕 (4) монт		HANGE LOG	Number:	1, Open case	s: 150								
Actions	*					Drag co	lumn here to gro	qu					Default setup		~
🛙 🔻 Case I	ID Type 🔻 🙄 Subj		т	Status	▼ Priority	T Received	▼ Planned star		▼ User	Team	▼ Agent	T Icon	Customer	▼ Category	
) F¤ 557:	21 🚺 Test j	planned start date	1	Not started	4-Medium	2020-07-20 1	0:46 <mark>2020-08-01</mark>	2020-07-20 1	0:46 Test User		Amer Sisic		Test Kunde	System	

It is possible to filter, order and group on planned start date column.