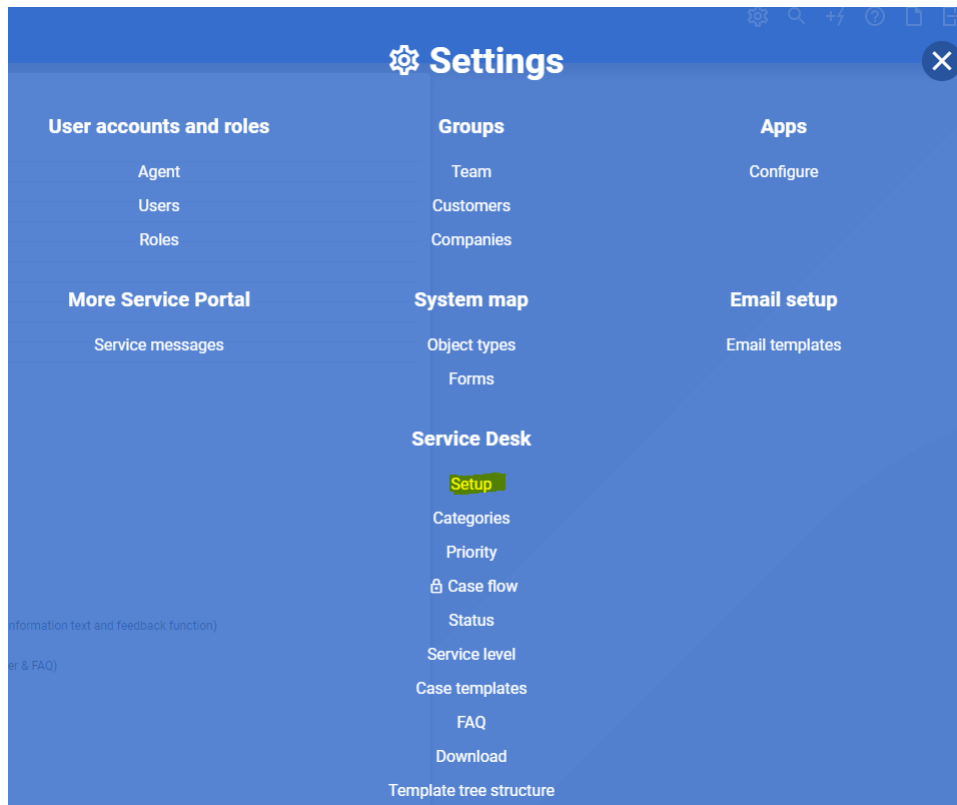


# Planned start date (Incident / Service / Access)

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



Here you can enable/disable planned start

**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

**UPDATE**

**Template tree structure**

**SET / CHANGE**

Set to  
Selected template catalog: Helpdesk,Dagligrutiner,Skjemaer-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**

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

UPDATE

## Template tree structure

SET / CHANGE

Set to

Selected template catalog: Helpdesk,Dagligrutiner,Skjemaer-2

## More Service Portal Settings

SETTINGS BY DEPARTMENT

(Appearance, information text and feedback function)

SETTINGS BY CUSTOMER

(New case, filter & FAQ)

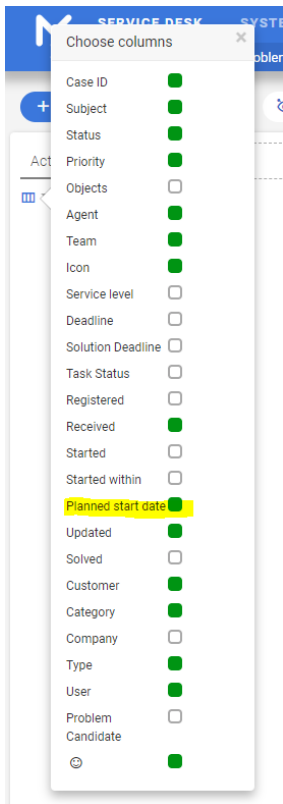
SHARED SETTINGS

(Menu Links)

FORMS

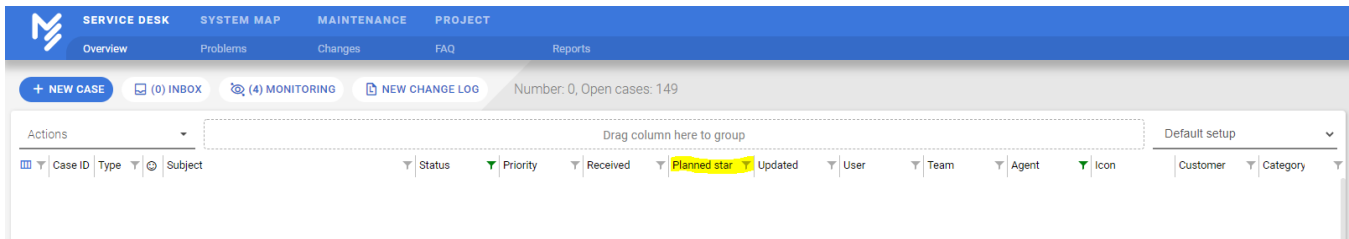
Planned start column can be shown in servicedesk overview, by enabling the column

The screenshot displays the Service Desk interface. The top navigation bar includes 'SERVICE DESK', 'SYSTEM MAP', 'MAINTENANCE', and 'PROJECT'. Below this, the 'Overview' tab is selected, showing 'Problems', 'Changes', and 'FAQ'. The interface features several action buttons: '+ NEW CASE', '(0) INBOX', '(4) MONITORING', and 'NEW CHANGE LOG'. The main content area shows a table with columns: Case ID, Type, Subject, Status, and Priority. The 'Case ID' column is highlighted with a yellow box.



After changes are made, you can then save the view so you don't have to do the same thing again. If you don't know how to save a view, click [here](#).

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



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

0\*

## Test planned start date

User: Test User (testuser) - Test Kunde

Templates: System, Affects: 4-Medium, SL Type: Innen 5 dager, Start within: 2020-07-25 10:45, Solved within: 0%, Consume: 0%

Object search: Planned start date

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

Registered	Description	Agent	Time Spent

Agent: Amer Sasic, Status: Not started, Team: - Operating unit: System, Email user: ☐

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

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

SERVICE DESK SYSTEM MAP MAINTENANCE PROJECT										
Overview Problems Changes FAQ Reports										
+ NEW CASE (0) INBOX (4) MONITORING NEW CHANGE LOG Number: 1, Open cases: 150										
Actions Drag column here to group Default setup										
Case ID	Type	Subject	Status	Priority	Received	Planned star	Updated	User	Team	Agent
55721		Test planned start date	Not started	4-Medium	2020-07-20 10:46	2020-08-01	2020-07-20 10:46	Test User		Amer Sasic

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