

Export calendar file

Agents can export case as calendar file (.ical) that can be used in your favorite calendar application.

To export case as calendar file, follow steps below:

Open a case, and click on calendar icon

The screenshot shows a web application window titled '55724 Export to calendar file'. The interface includes a header with the case ID '55724' and a title 'Export to calendar file'. Below the header, there are several filters and tabs. The 'DESCRIPTION' tab is active, showing a text area with the content: 'This is a test of calendar export. Input from here should show up in description in calendar application.' To the right of the text area, there is a table with the following data:

Registered	Description	Agent	Time Spent
2020-07-20 11:38	Registered	Amer Sisic	00:00

Below the table, there are buttons for 'NEW WORK LOG', 'NEW EMAIL', 'NEW TASK', 'SAVE', 'SAVE AND CLOSE', 'DELETE', and 'INVOICING DATA'. On the right side, there is a sidebar with various icons and a list of dates: 'Time Spent: 00:00 (00:00 from tasks)', 'Invoiceable: 00:00 (00:00 from tasks)', 'Received: 2020-07-20 11:38', 'Registered: 2020-07-20 11:38', and 'Updated: 2020-07-20 11:38'.

After icon is clicked, a file will be downloaded. (Based on your browser preferences it will be saved automatically or a popup window will show up to ask you where the file should be saved)

Open the downloaded file in your favorite calendar application (In this tutorial we are using Outlook)

The screenshot shows the Outlook 'Appointment' window. The title bar reads '55724-Export to calendar file - Appointment'. The 'Title' field contains '55724-Export to calendar file'. The 'Start time' is set to 'Mon 7/20/2020 11:39 AM' and the 'End time' is 'Mon 7/20/2020 12:39 PM'. The 'Location' field is empty. Below the appointment details, there is a text area with the content: 'This is a test of calendar export. Input from here should show up in description in calendar application.' and a URL: 'https://technet-test.tmsportal.no/ServiceDesk/ServiceDeskOverview.aspx?caseId=55724'.

If **planned date** is used, then start time in calendar application will be based on planned date time.