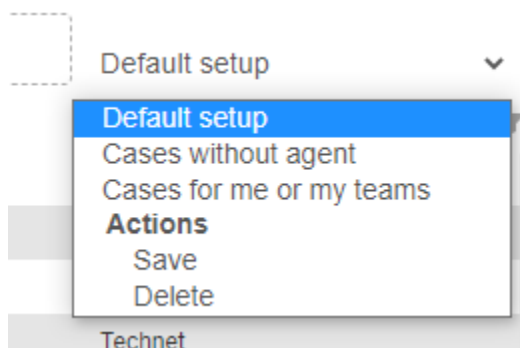
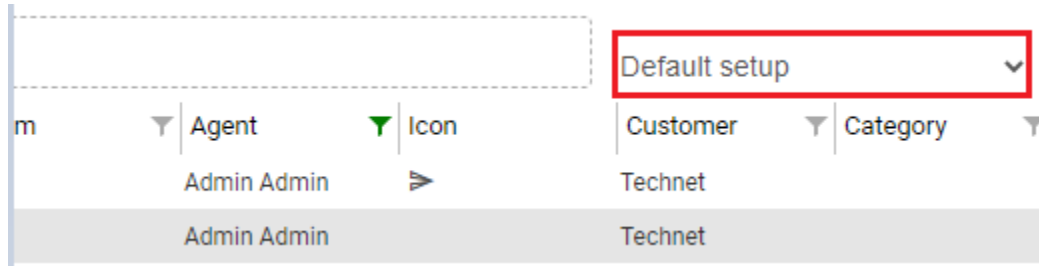


Views

More Service comes with these default views:

- Default setup (cases on the agent that is logged in)
- Cases without agent
- Cases for me or my team

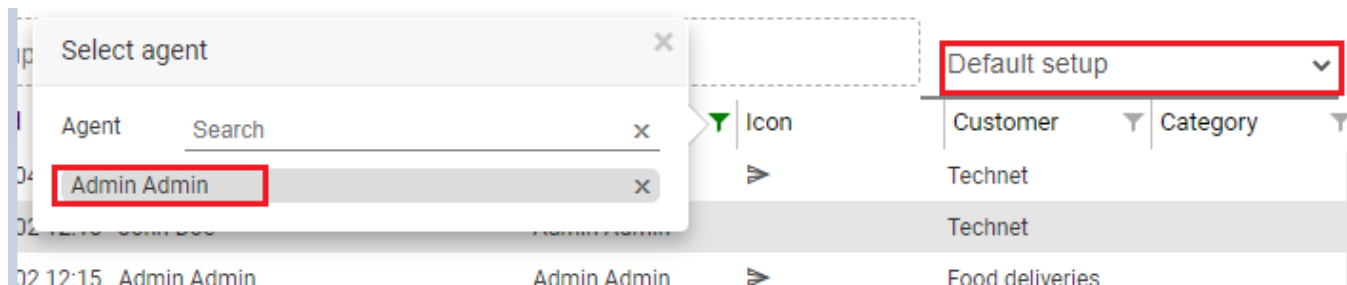
You find them in the dropdown meny «v» on the right side of the case list.



"Default setup": This view is the first you see the first time you log in to More Service.

These filters are set on "Default setup": Agent and Status.

The filter on Agent shows your name and shows your cases.



If you remove the agent filter by clicking the X to the right, you will see cases on all agents and teams in the case list.

You can group and multi select agents to create your own views. (See [here](#)).

In the Team-filter you can multi select teams.