

9.0.0

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Feature

New case dialog

[[See YouTube movie here](#)]

34

Need to set up a new printer for Greta

SL Type:

Reported by

Greta Harbo

greta.11111111@top

Agent

Trond Lykken

Team: - (Operating unit: Standard)

Details

Log

Templates

Affects

Category

Priority

Object search

Description

Gretas old printer no longer works.

Set up a new printer at her office.

Registered

2021-05-07 10:08

Trond Lykken

2021-05-07 10:08

00:00

Tasks

Connected cases

Attachments

Registered

2021-05-07 10:08

Received

2021-05-07 10:08

Unresolvable

00:00 (00:00 from tasks)

Time Spent

00:00 (00:00 from tasks)

Updated

2021-05-07 10:08

Corresponding case id

-

SEND AND CLOSE

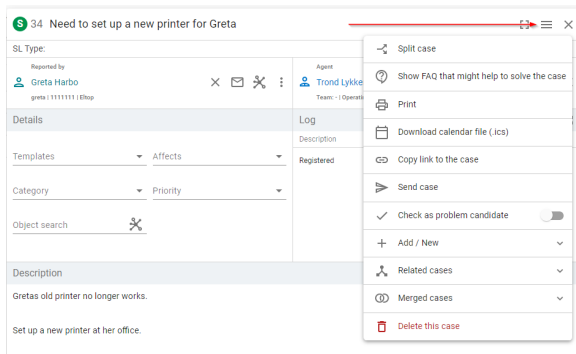
BACK

STATUS AND COMMENTS

ADD NEW

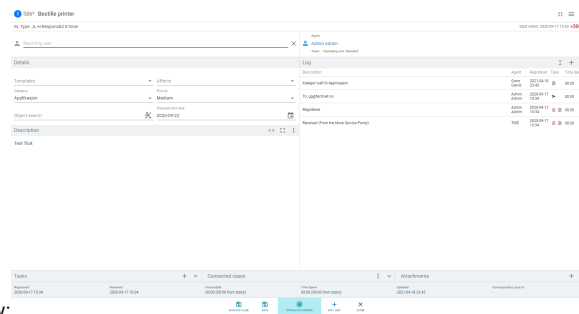
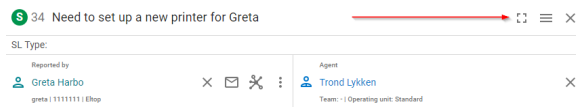
REMOVED DATA

New menu



Full screen Case view

Click the expand icon to start using the full screen view.

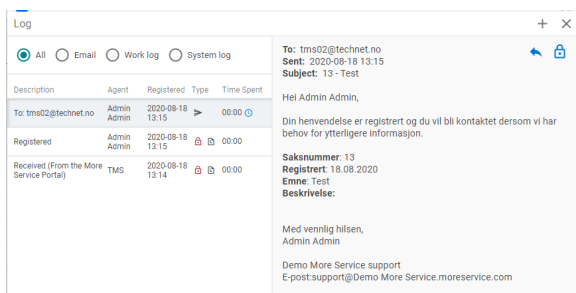


This is the full screen view:

Expanded case log view

[See YouTube movie [here](#)]

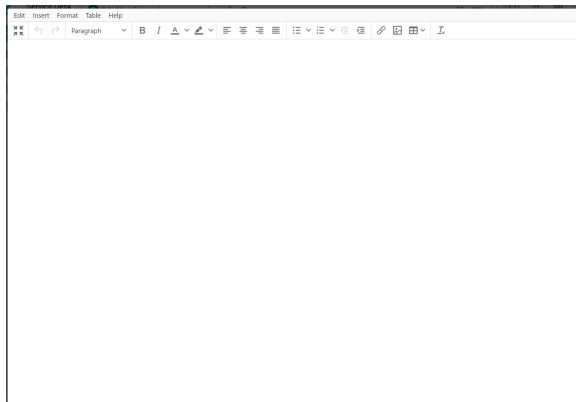
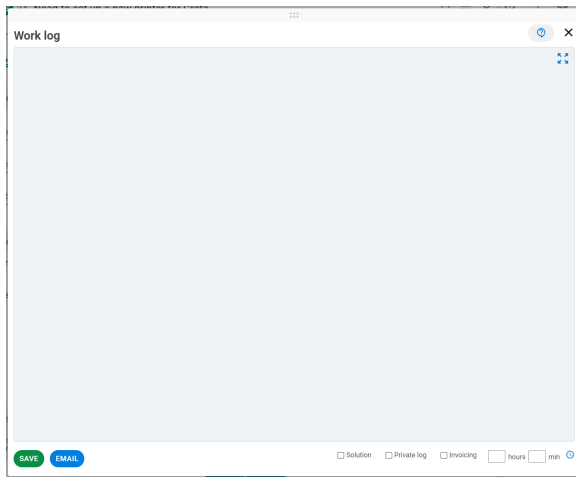
A new user interface is introduced for "Expand log" in 9.0. You can click the case log entries and display them to the right. You can also answer emails from this view.



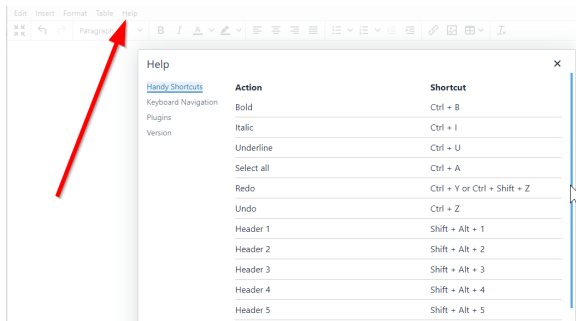
New worklog dialog

New worklog dialog with new texteditor

Click the expand icon in the top right corner to bring up the toolbar.



You can read about the advanced text editing features by clicking "Help" in the expanded mode.



New email dialog

New email dialog with new texteditor

Click the expand icon in the top right corner to bring up the toolbar.

Email [Close]

To: x.greta@top.no

Cc: BOC

Subject: 34 - Need to set up a new printer for Greta

Upload: [Drag 'n' drop files here, or click to select files] Existing

Hi,
We will set up your new printer on Monday.

Regards,
Trond Lykken
Technet AS

[SAVE AND SEND] [WORK LOG] [CANCEL]

☐ Solution ☐ Private log ☐ Invoicing hours min

Hi,
We will set up your new printer on Monday.

Regards,
Trond Lykken
Technet AS

Feature to enable cases to be locked

New property can be set when creating a status.

Name [Close]

Name (English)

Type

| | |
|----------|--------------------------|
| Waiting | <input type="checkbox"/> |
| Solved | <input type="checkbox"/> |
| Closed | <input type="checkbox"/> |
| Proposal | <input type="checkbox"/> |
| Locked | <input type="checkbox"/> |

Applies to all departments ☐

Applies to all incident types ☐

When this property is activated, cases with that status will be locked.

Warning! This case is locked. You cannot edit or change anything.

1276 Test

Reported by: Amer Payment Sslc
amerp10@gmail.com | 94033183 | amerpayment | Ba - Sla

Agent: Admin Admin
Team: - | Operating unit: Standard

| Details | | Log | |
|---------------|--------------------|---|-------------|
| Templates | Priority | Description | Agent |
| Category | Planned start date | Status ended tra like started to looooo | Admin Admin |
| Object search | | Registered | Admin Admin |

Registered: 2021-04-23 10:21 | Time Spent: 00:00

Description

Enable locking cases after a given number of days

Enable locking cases after a given number of days.

Contact Technet to enable this feature.

Form administration in Agent Portal

The administration of forms is now moved to the Agent Portal.

Service Desk System map Asset Maintenance Project Case search...

Forms available

- Access to IT systems
- Order new phone
- Order new laptop
- Include deleted

Edit form

Access to IT systems

Name

Description

Department

Workplace

Is the workplace equipment

Does the equipment work

Defect equipment

Form fields:

- Autocomplete
- Button
- Checkbox Group
- Date Field
- File Upload
- Header
- Hidden Input
- Number
- Paragraph
- Radio Group
- Select
- Text Field
- Text Area
- Textbox disabled

New notification settings admin page

Customers can activate / deactivate notifications.

There are 5 supported notifications for case now.

All case types are supported, some have less options (Problem and Change)

Service Desk System map Asset Maintenance Project Case search

Notifications

Cases

Choose case type and configure notifications

Operating unit: All

Incident

Configure notifications for case type Incident under

Priority has been updated

Notifications that are sent if priority has been changed.

Notify the agent / team of the case if changes have been made by an agent other than the one assigned to the case.

Category has been updated

Notifications that are sent if category has been changed.

Notify the agent / team of the case if changes have been made by an agent other than the one assigned to the case.

New email template for notifications

New email template for notifications, can be found under Settings Email setup Email templates.

Service Desk System map Asset Maintenance Project Case search ...

Email setup

Department: Standard

Email type: Case notification

Email template: Case notification

Subject: Change in case with id [incidentid]

Text: There has been a change in the case with id [incidentid].
Following has changed: [ActionChanged]
Change is done by [ActiveTechnician]
Link to case: [url]

Keywords: [ActiveTechnician] [incidentid] [Subject] [Description] [Status] [Category] [Technician] [Registered] [Isolation] [History] [Username] [Affects] [Objects] [Priority] [Enduserfeedback] [Systems] [Attachments] [url] [UserWebUrl] [TopUserWebUrl] [BusinessName] [Customard] [url2] [ActionChanged]

SAVE

New Apps admin settings page

New Apps admin settings page is introduced

Service Desk System map Maintenance Project Case search ...

Active Apps

Microsoft Teams
Type: Collaboration
More Service

Microsoft Teams

Configuration Description Change Log

Operating unit: Team Language: Preferred language

Operating unit that will receive the messages: Team that will receive the messages

Webhook url*: Webhook Url from Teams

ADD CONNECTION

Existing connections: No connections are found

CANCEL SAVE SAVE AND CLOSE

Export statuses to Excel

NEW

| Case ID | Case Title | Case Status | Case Category | Case Priority | Case Assignee | Case Created | Case Last Modified |
|-----------|------------|-------------|---------------|---------------|---------------|--------------|--------------------|
| 123456789 | Case Title | Open | Category | Priority | Assignee | Created | Last Modified |
| 123456789 | Case Title | Open | Category | Priority | Assignee | Created | Last Modified |
| 123456789 | Case Title | Open | Category | Priority | Assignee | Created | Last Modified |
| 123456789 | Case Title | Open | Category | Priority | Assignee | Created | Last Modified |
| 123456789 | Case Title | Open | Category | Priority | Assignee | Created | Last Modified |
| 123456789 | Case Title | Open | Category | Priority | Assignee | Created | Last Modified |
| 123456789 | Case Title | Open | Category | Priority | Assignee | Created | Last Modified |
| 123456789 | Case Title | Open | Category | Priority | Assignee | Created | Last Modified |

EXPORT TO EXCEL

Improvement

Agent Portal Free text search

Searching in case work logs and emails is now supported.

Bugfix

Change and Problem logs priority changes now

Updates to "Priority" in "Change" and "Problem" is now recorded in the case log.