

10.0.0

Release date: 10 okt 2021

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Feature



New More Service Portal

More Service Portal is an effective communication platform between employees and departments.

It is a website for your organization, where employees can submit and follow up their cases.

More Service Portal facilitates employees to communicate easily with the support system and solve problems themselves. The agents will, in turn, be able to publish information that can solve cases, and inform about events that many should be informed about.

The result is less pressure on the support system, and better user experiences for the employees.

In version 10, we are launching a brand new More Service Portal (user web) that has been built from scratch.

It contains major improvements, including for use on mobile devices.

Users can now easily switch between desktop (PC), mobile phone or iPad.

Read more about More Service Portal here: <https://moreservice.com/product/user-portal/>



Info

You will find the new portal here: [https://\[customerurl\]/portal](https://[customerurl]/portal)

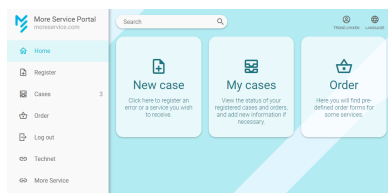
See YouTube video here

(Norwegian)

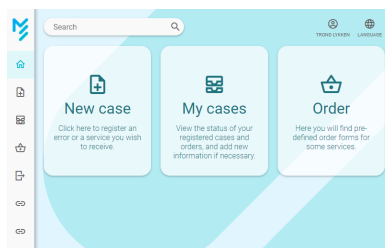
Homepage

Quick access to post new cases, view your own cases and forms.

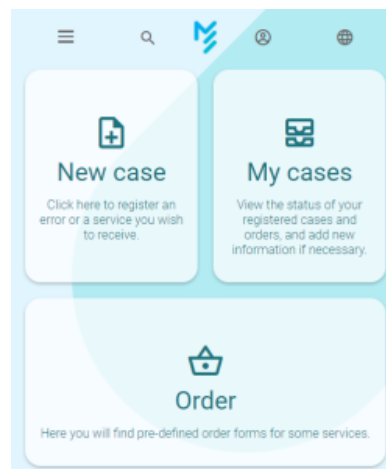
Desktop



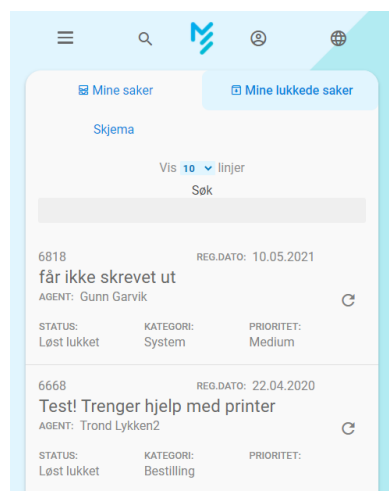
iPad



Mobile

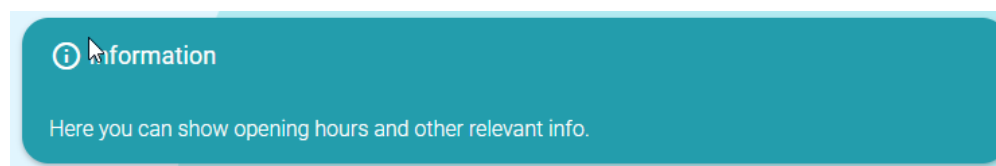


Case list

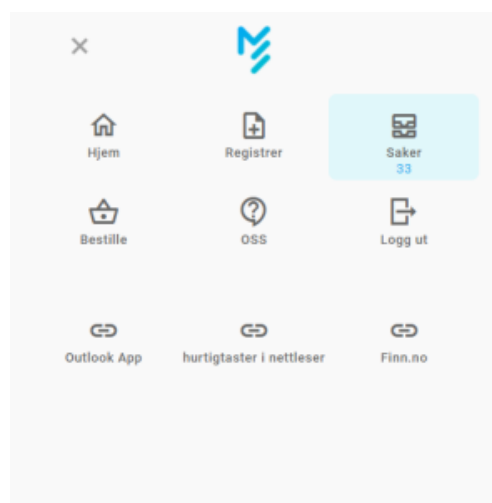


Infobox

You can make information sticky by entering info into the information box, but also information that is only relevant for a shorter period of time.



Menu designed for mobile



Knowledge Database / FAQ

The users will be able to solve some cases with an automatic lookup for information from the knowledge database.

Create your own forms and view them in mobile-aware interfaces

It's also easy to create order forms that employees can fill out on the More Service Portal. Add them to the section "Forms" or replace the "New case" form. With it, one can ensure that all the necessary information is included.

Completed forms are posted as separate cases in More Service for further processing.

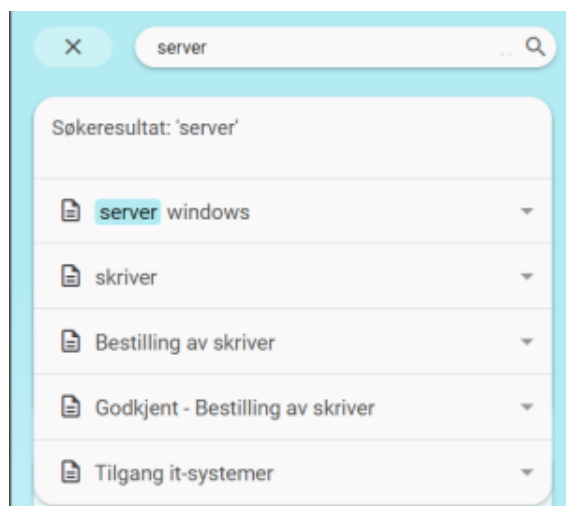
A screenshot of a mobile application interface showing a form. At the top, there is a header bar with a menu icon, a search icon, a blue logo, a user profile icon, and a globe icon. Below the header, the form is titled "Testskjema 1314". Under the title is the label "Testtittel". There are three input fields: the first contains the text "hey", the second is labeled "Autocomplete", and the third is labeled "Fyll inn". At the bottom of the form is a button labeled "KNAPP".

Service Messages

Service messages are created by the agents in More Service. They define the period when they will be visible to the employees. This is often information that informs you about problems you experience, changes that are made, information that is important for a short period of time once a year, etc.

Enhanced search

Enhanced display of search results that includes both FAQ and cases.



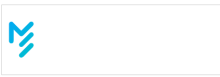
Custom look & feel

You can customize the new portal with your own logo, text and colors.

More Service Portal - Logo


Logo utseende på skrivebordet ?

Logo Dra og slipp logoen her, eller klikk for å velge fil SLETT BILDE

Forhåndsvisning 


Logo utseende på håndholdte enheter ?

Logo Dra og slipp logoen her, eller klikk for å velge fil SLETT BILDE

Forhåndsvisning 

Logo utseende på påloggingssiden ?

Logo Dra og slipp logoen her, eller klikk for å velge fil SLETT BILDE

Forhåndsvisning 

More Service Portal - Design for påloggingssiden ▼

More Service Portal - Design for portalens websider ▼

LAGRE

Agent Portal - User interface updates to several pages

Many user interface updates were done to pages in the Agent Portal to comply with the Material Design language.

Removed paper

- "Paper" has been removed. This means that the white background was removed on several pages. The user interface no longer appears to be trapped in a box looking like a sheet of paper.

Other

- Changed background color of tables.
- Fixed smaller padding alignment issues.
- Fixed layout for FAQ dialog.
- Fixed styling for FAQ and report issue

Service desk -> Settings -> Setup

Setup view crashes when signature field is larger than 500 characters.