

9.1.0

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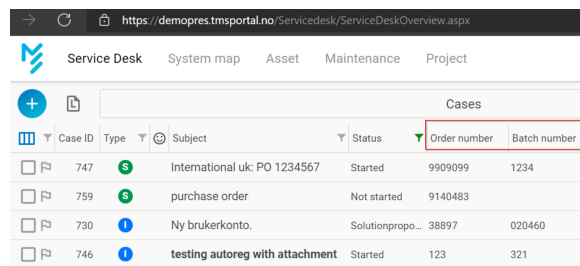
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Feature

Custom fields in Service desk

Contact Technet to add your own custom fields in the Servicedesk overview and dialog.

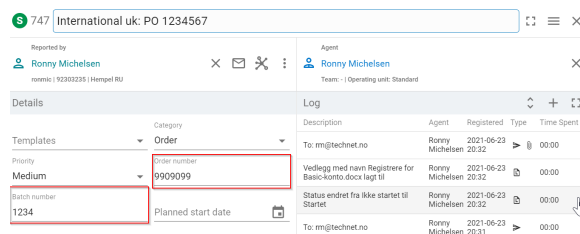
Example of custom fields in the servicedesk overview:



The screenshot shows the Service Desk overview page with a table of cases. The table has columns for Case ID, Type, Subject, Status, Order number, and Batch number. The 'Order number' and 'Batch number' columns are highlighted with red boxes. The data rows are as follows:

Case ID	Type	Subject	Status	Order number	Batch number
747	🟢	International uk: PO 1234567	Started	9909099	1234
759	🟢	purchase order	Not started	9140483	
730	🟡	Ny brukerkonto.	Solutionpropo...	38897	020460
746	🔴	testing autoreg with attachment	Started	123	321

View in the case dialog:



The screenshot shows the case dialog for case 747. The 'Details' tab is active, showing the 'Order number' and 'Batch number' fields highlighted with red boxes. The 'Log' tab is also visible, showing a list of activities.

Category	Order number	Batch number
Order	9909099	1234

Description	Agent	Registered	Type	Time Spent
To: rm@technet.no	Ronny Michelsen	2021-06-23 20:32	📧	00:00
Vedlegg med navn Registerere for Basic-konto.docx lagt til	Ronny Michelsen	2021-06-23 20:32	📎	00:00
Status endret fra ikke startet til Startet	Ronny Michelsen	2021-06-23 20:32	📅	00:00
To: rm@technet.no	Ronny Michelsen	2021-06-23 20:31	📧	00:00

Attachments by email

Attachments are now shown next to the email they belong to.