

9.1.0

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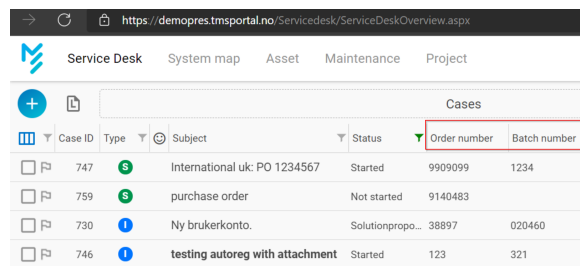
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Feature

Custom fields in Service desk

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

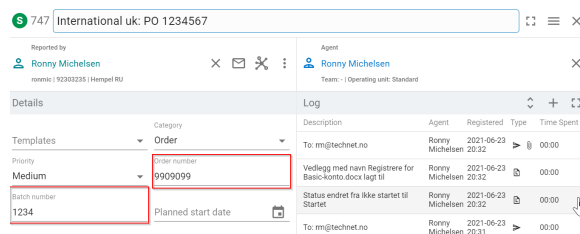
Example of custom fields in the servicedesk overview:



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 table contains four rows of data.

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 case's category, priority, and batch number. The 'Log' tab is also visible, showing a list of activities. The 'Order number' and 'Batch number' fields are highlighted with red boxes.

Category	Priority	Batch number	Planned start date
Order	Medium	9909099	

Description	Agent	Registered	Type	Time Spent
To: rm@technet.no	Ronny Michelsen	2021-06-23 20:32		00:00
Vedlegg med navn Register 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.