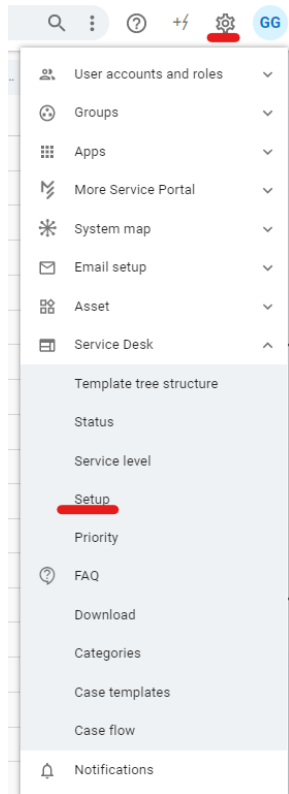


Planned start

To activate Planned start, open Settings and Setup



Activate Planned start

Settings for the case registration form

- ☐ Require **phone number for user** during registration
- ☐ Require **affects** to be chosen at case registration
- ☒ Require **category** to be chosen at case registration
- ☐ Require **priority** to be chosen at case registration
- ☐ Require **object** to be chosen at case registration
- ☐ Require **object** to be chosen when a case is solved
- ☒ Use **SLA** in case window
- ☒ Use **Affects** in case window
- ☒ Use **Planned start** in case window
- ☐ Send warning when responsible agent changes often
- ☐ Exclude external users when searching

UPDATE

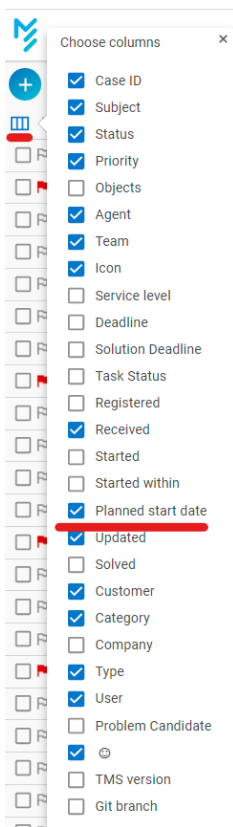
After changing the setting, remember to push Update to save the change.

Settings for the case registration form

- ☐ Require **phone number** for user during registration
- ☐ Require **affects** to be chosen at case registration
- ☒ Require **category** to be chosen at case registration
- ☐ Require **priority** to be chosen at case registration
- ☐ Require **object** to be chosen at case registration
- ☐ Require **object** to be chosen when a case is solved
- ☒ Use **SLA** in case window
- ☒ Use **Affects** in case window
- ☒ Use **Planned start** in case window
- ☐ Send warning when responsible agent changes often
- ☐ Exclude external users when searching

UPDATE

The Planned change column can be displayed by opening the Column list and activate the column.



After the change you can [save the view](#).

When you open an existing case or creates a new one the Planned start date field will appear in the case window.

S 57726

Lag dokumentasjon for Godkjenning i ny skjemamodul

User Trond - 004797538888 - 10346 - Technet AS - Cust. no: 10346 - test

Templates Affects SL

Category Brukerstøtte Priority 4-Medium Sta

Object search Planned start date 2020-08-04 x Cor

DESCRIPTION ATTACHMENTS (0) TASKS (0) RELATED CASES (0) MERGED CASES (0) FORM (0) EXTR

Legges inn her:
<https://docs.moreservice.com/display/MSDN/Ny+skjemamodul>

Agent Frode Team: 1. Linje
Status Started Operating unit: System

NEW WORK LOG NEW EMAIL NEW TASK SAVE SAVE AND CLOSE DELETE

When the case is saved the date will be displayed in the case list.

+ NEW CASE (0) INBOX (1) MONITORING NEW CHANGE LOG Number: 1, Open cases: 156									
Actions Drag column here to group									
Case ID	Type	Subject	Status	Priority	Received	Planned start	Updated	User	
57726	S	Lag dokumentasjon for Godkjenning i ny skjemamodul	Started	4-Medium	2020-07-13 13:24	2020-08-04	2020-08-04 12:06	Trond I	

You can filter and sort planned start the same way as the other columns by dragging the column to the grouping field.

+ NEW CASE (0) INBOX (1) MONITORING NEW CHANGE LOG Number: 1, Open cases: 156									
Actions Drag column here to group									
Case ID	Type	Subject	Status	Priority	Received	Planned start	Updated	User	
2020-08-04 (1)									