

10.1.6-26

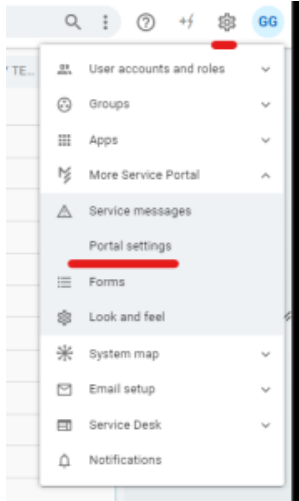
Table of content

Feature

Changes

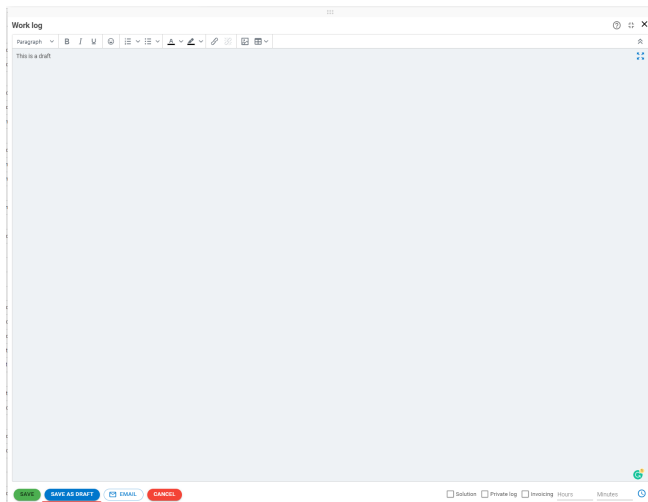
More Service Portal

- More Service Portal settings have been moved to
- Settings More Service Portal Portal settings









New function save draft

Options to save log and e-mail as drafts.
Enter in work log. Save the log as a draft.










The draft appears in the case log marked yellow







Team: 1. Linje | Operating unit: System

Log					
Description	Agent	Registered	Type	Time Spent	
[Draft] This is a draft	Gunn Garvik	2022-09-14 13:09	 	00:00	
This is a test to save draft.	Gunn Garvik	2022-09-14 12:28	 	00:00	

Edit the draft by tapping the pen in the log.

Description	Agent	Registered	Type	Time Spent
[Draft] This is a draft	Gunn Garvik	2022-09-14 13:09	 	00:00 
This is a draft			   	

Then I save the log The log is only displayed as saved, when you have saved the case.

Description	Agent	Registered	Type	Time Spent
This is a draft. Then i savet he draft to finish the log.	Gunn Garvik	2022-09-14 13:09	 	00:00 
This is a draft. Then i savet he draft to finish the log.			  	

New feature

Possebility in Notification Indcident, Service request and access

Turn off automatic emails when making new case.

Turn off automatic emails when a case is completed

Fixes 10.1.6-26

- If you selected "Reply to all", addressees did not appear under copy
- Inproved seach to support upper and lower case
- Added functionality for including location in name for asset

- Fixed multiselect on customer column in Servicedesk overview
- Added material ui buttons to inbox
- Moved "create incident type" from case info to button row for inbox
- Fixed so that register case from portal supports dispatcher with value 0
- Fixed problem with including schema when merging cases from inbox
- Fixed customer name in inbox details
- Added base support for isSuperUser on end user card
- Added support for reopening and closing case for superuser
- Added phone to agent excel export
- Phone number added to user excel export
- More Service Portal for users/customer
 - Removing order badge and sidemenu if there are no forms
 - Changed state from wait state to started when adding comment
 - Fixed Automatic case flow to team and e-mail to team member
 - The portal's cases have had their case numbers changed to blue links so that they appear more clickable.
 - Approved 20 MB attachments to the case in the end-user portal
 - Added base support for showing attachments on faq's on user portal
 - Fix More Service Portal enduser: Added confirmation box when registering case above faq suggestions
 - Added color to the invisible feedback button for feedback smiley face
 - portal-search-faq-broken-pictures, highlightning removed in discription and solution