

# 10.2.2

Release date: 01.11.2022

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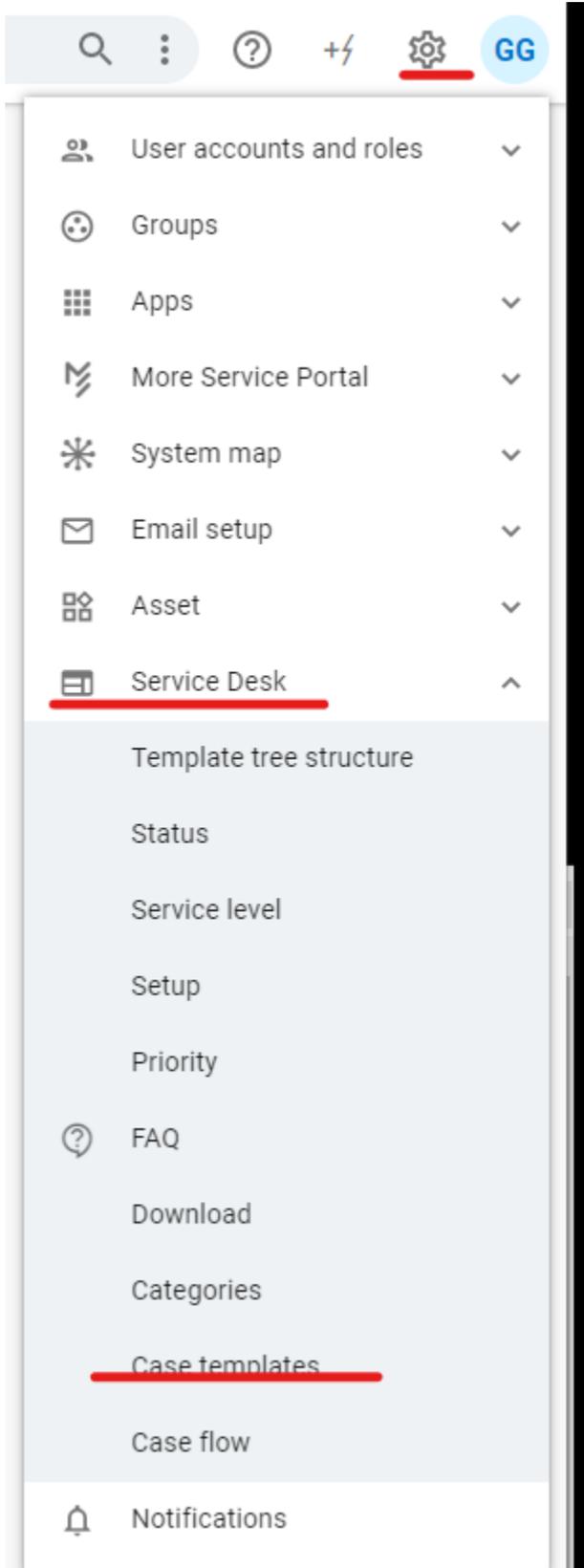
## New Features:

### Sequential tasks

- It is now possible to create subtasks in a case template on sequential and simple tasks.
- Repetitive tasks can be created on a case template. When set to sequential, the task will be created on the agent selected first.
- An e-mail is sent to the Agent.
- When the first task has been completed, an e-mail is sent to the next agent who will carry out task no. 2, etc
- The order of the task can be changed on the created tasks, both in the case template and when you create the case with the template.

### Here's how you do it!

Go to.



- Enter a subtask in the case template
- Add the agent that will perform the task.
- Choose "Add task" fill in
- Teams are currently not supported.
- Turn on the switch for the task to be sequential.

Case template

Name Change Standard Change

### Task

Subject  
Register domain user

Description  
Opprettelse av domene bruker med

Agent  
Gunn Garvik

Team  
IT-support

Status  
Not started

Object  
Sequential

Email agent

Sequential

DELETE SAVE **SAVE AND CLOSE**

Category Access Affects User Priority High Status Not started

Object

Email user  Standard Change  Applies to all operating units

**ADD TASK**

Sequential tasks

Subject	Order #	Change order
Register domain user	1	^ v
Register as a user in Visma accounts	2	^ v
Register as a user in OF365	3	^ v
Create user on Hubspot	4	^ v

Standard tasks

Subject  
Order hardware

SAVE DELETE CANCEL

- In servicedeskview
- On 3 dots
- Choose "show tasks"
- The tasks appear in the servicedeskview image "tasks".

Service Desk System map Asset Project Case search ...

Cases

Case ID	Type	Subject	Customer	User	Status	Priority	Category	Updated	Team	Agent	Recd
1163		[Access new employee]	Topp tur	Atle Andersen	Not started	High	Access	2022-11-01 13:51	IT-support	Gunn Garvik	2022
1162		test av skade sak	Color Line	Hanne Hansen	Not started			2022-10-27 16:44	IT-support	IT-support	2022
1161		feil på sak	Color Line	Anne Hansen	Not started		Feil	2022-10-31 10:08	2. linje	2. linje	2022
1157		test av innboks på laptop	Technet	gunn garvik	Started	Medium	Applikasjon	2022-10-27 12:11	Planlagte saker	Planlagte saker	2022
1135		Feil på headsett	Technet	gunn garvik	Not started	Medium	Feil	2022-10-11 13:47	IT-support	Gunn Garvik	2022

Number: 5, Open cases: 24

Tasks

Id	Subject	Status	Object	Agent	Start date	End Date	Type
Case: 1163-172	Register domain user	ikke startet		Gunn Garvik	2022-11-01 13:50	2022-11-01 13:50	Request task, sequential
Case: 1163-173	Register as a user in Visma accounts	Venter på bruker		Gunn Garvik	2022-11-01 13:50	2022-11-01 13:50	Request task, sequential
Case: 1163-174	Register as a user in OF365	Venter på bruker		Gunn Garvik	2022-11-01 13:50	2022-11-01 13:50	Request task, sequential
Case: 1163-175	Create user on Hubspot	Venter på bruker		Gunn Garvik	2022-11-01 13:50	2022-11-01 13:50	Request task, sequential

Number: 4

## Possibilities to integrate with another More Service database's user portal

- If you have two More Service databases, one for IT and one for HR, the two selfservice portal can be integrated and show endusers cases, order forms and FAQs from both databases.

This assumes that the end user is registered in both databases.

Please take contact to More Service team for futher information and configuration.

## Fixes

- Introduced Elastic seach for searches in the knowledge database (OSS) from the case
- Fixed email template for FAQ search