

CaseFlow

In More Service is Case flow / automatic case allocation based on category and flow based on object.

The evaluation order for these two can also be set. Case flow / automatic case allocation is available in More Service Agentportal and in More Service Portal.

Responsible team / agent is set on the object or category to make this work. The central setting is set under SettingsServiceDesk>Caseflow to activate the settings.

Enable case flow Priority

☒ Use category to team / agent flow
☐ Use object to team / agent case flow

SAVE

Category Agent / Team

Search Search x +

Operating unit	Category
System	Prisforespørsel

Furthermore, you can then add or remove the setting on the object in System Map/CMDB On the info tab under "Responsible" as shown below.

System map Asset Project

Choose department: IT

PC Lager Printer Inventar Modell Server Tjeneste katalog Netverk Category

Technet

Information

Name: Technet

Location:

Category:

Contact Information:

Agreement Document:

Department: IT

Responsible: Gunn Garvik

OPPSÄTTER SLETT