

10.2.49.1

Release date: 16.01.2023

- [Multiselect on column "Priority" in the display image](#)
- [Updated functionality for Azure sync](#)
- [Call Person](#)
 - [Added new role 'Team limited'](#)
- [Fixes](#)

Multiselect on column "Priority" in the display image

10.2.46

Updated functionality for Azure sync

Call Person

- You can now call directly from More Service. The setup must be done on your PC under settings-Standard app and call to select application

The screenshot shows a user profile card for 'Gunn Garvik'. The card has a close button (X) in the top right corner. The fields are as follows:

Name	
Gunn Garvik	
Username	Password
gunn.garvik@technet.no	*****
Email	
gunn.garvik@technet.no	
Phone, Work / Organization	Phone, Mobile / Private
	90117251
Customer	
Technet	

At the bottom of the card, there is a 'Search all departments' toggle switch. A red box highlights the 'Call Person' button (a blue phone icon) next to the phone number '90117251'. The button is labeled '#CallPerson#'.

- Signature from profile is added automatically when forwarding comments, and e-mails

10.2.45

Added functionality for copying object from asset in user card to case in Servicedesk

The screenshot displays a software interface with two main panels. The left panel shows a user profile for Gunn Garvik, including fields for Name, Username, Email, Phone, and Customer. The right panel shows a case log for 'Error on my PC' (SL Type: Innen 5 dager). The log includes a table with columns for Description, Agent, Registered, Type, and Time Spent. A red arrow points from the 'Technet-AS-033-Gunn' entry in the log to the 'Asset' section on the left.

Description	Agent	Registered	Type	Time Spent
Beskrivelse endret	Gunn Garvik	2023-01-16 15:10		00:00
Emne endret	Gunn Garvik	2023-01-16 15:10		00:00
To: gunn.garvik@technet.no	Gunn Garvik	2023-01-16 15:03		00:00
Registered	Gunn Garvik	2023-01-16 15:03		00:00

Copy asset strait to the objekt in case

Added new role 'Team limited'

Roles

Predefined roles - you can not add or remove rights here.

Team limited

Users with this role can only see cases that are assigned to the user or a team where the user is a member.

Rights	Members
4 Team limited - Read, Inbox restricted - Read, Change log restricted - Read, Create service message - Create	None

Fixes

10.2.49

- Fixed problem in sending of email from template when technician is a team

10.2.48

- Fix language lookup

10.2.43

- Sequential reading of log to prevent slowness