

10.2.49.1

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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' with fields for Name, Username (gungar), Email (gunn.garvik@technet.no), Phone, and Organization. Below this is an 'Asset' section with a table listing assets, including 'Technet-AS-033-Gunn'. The right panel shows a case log for '73724 Error on my PC'. The log includes a 'Details' section with fields for Templates, Category (Error), Priority (4-Medium), and TMS version. Below this is a 'Log' section with a table of log entries. A red arrow points from the 'Technet-AS-033-Gunn' asset in the left panel to the 'Log' section in the right panel.

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

Fixes

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

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- Fix language lookup

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- Sequential reading of log to prevent slowness