10.3.0

Release date 08.05.2023
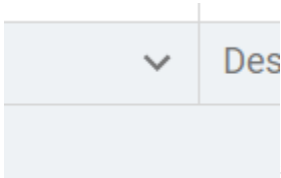
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More flexible case scenario
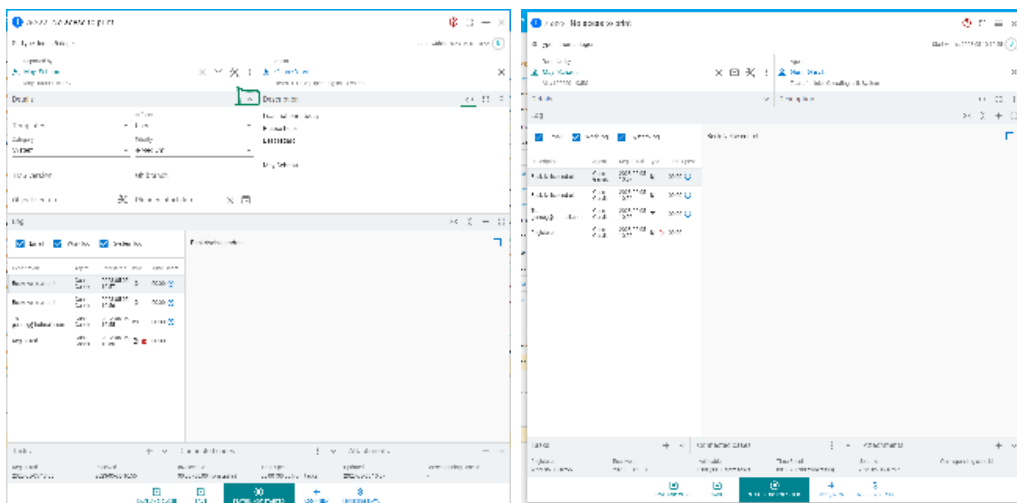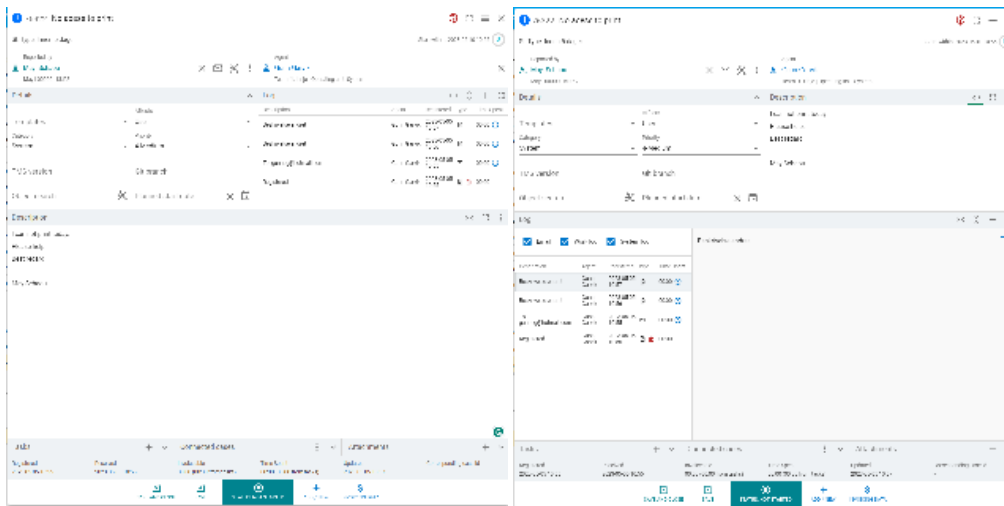
Select this character next to details to collapse details and description. You can now point "Mouse over" on details and description and you will see the content

Select this Character next to details to uncollapse details.

One user card . User and Agent merged.

One user card for each user and options for expansion have been added. User rights such as agent with explicit rights

User card for agent

You can now directly add rights to a user to become an agent.

Extension of user card

Open users cases and Solved cases

Department and location fram Azure
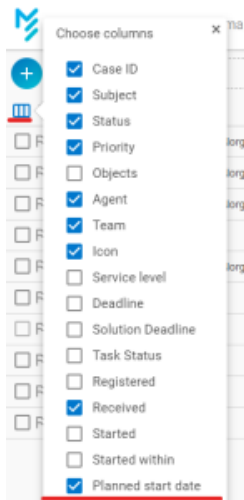

Printing faq added

Cases marked yellow in the Servicedesk overview image when the planned start date has been reached

Using "planed start date in caseview" Select Settings-Servicedesk-setup

Settings for the case registration form

- ☐ Require **phone number for user** during registration
- ☐ Require **affects** to be chosen at case registration
- 🟩 Require **category** to be chosen at case registration
- ☐ Require **priority** to be chosen at case registration
- ☐ Require **object** to be chosen at case registration
- ☐ Require **object** to be chosen when a case is solved
- 🟩 Use **SLA** in case window
- 🟩 Use **Affects** in case window
- 🟩 Use **Planned start** in case window
- ☐ Send warning when responsible agent changes often
- ☐ Exclude external users when searching
- ☐ Exclude other departments when searching
- 🟩 Set log as private by default

Select column "Planned start date"

Choose columns ✕

- ☑ Case ID
- ☑ Subject
- ☑ Status
- ☑ Priority
- ☐ Objects
- ☑ Agent
- ☑ Team
- ☑ Icon
- ☐ Service level
- ☐ Deadline
- ☐ Solution Deadline
- ☐ Task Status
- ☐ Registered
- ☑ Received
- ☐ Started
- ☐ Started within
- ☑ Planned start date

The case will be highlighted yellow in Servicedesk overview

Priority can be highlighted

Select Settings-Servicedesk-Priority

Name	Haster	✕
Name (English)	Urgent	
Select Level	1	⌄
Select Color	Red	⌄

Use highlighted colors ☑

SAVE AND CLOSE   SAVE   DELETE

Include deleted ☐

Added base functionality for avatar

Its posible to add picture to users and agent. This funkction is added to usercard.

Fixes

- Email to agent" can be unchecked as default for creating/storing a work log by someone other than the agent/case owner

    - Settings are set up under Settings-->Servicedesk-Notifications and pr. case type
- Moved comments from portal from 'system logs' to 'work logs'
- Create new case - now showing 'not started' as status
- Added support for category routing from user portal
- Fixed bug in problem module when not setting priority
- User Portal formbuilder :Made the formbuilder elements less wide, and hidden configuration of name, access and class
- Fixed problem with building systemmap module
- Case id now shows in the subject field when "reply" and "reply all" is used on first orignal email from user.
- Added multiselect to logreader in caseview.
- Added possibilities for multiple choice of email template as a response from team
- Removed deleted categories from selection box in caseflow page
- Open phone card in new window.
- Fixed so that asset can be added to a case from case window
- Changed to English language:E-mail sent to the customer when the case is locked was sent out in Norwegian.
- Added posibility incident, Servicerequest and Access in SettingsNotification : logg "Email to agent" unchecked by default when creating /saving a work log by an agent other than the one assigned to the case

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- Fixed better design on Display window