

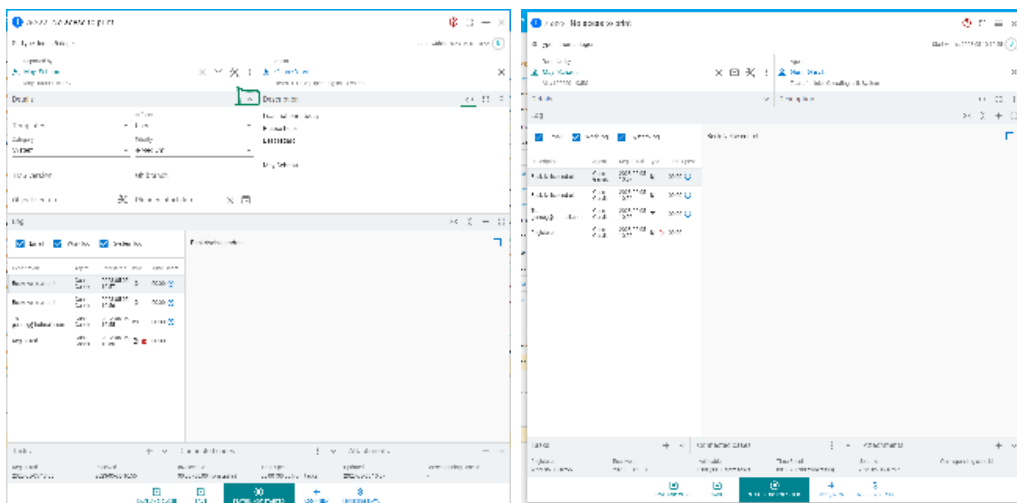
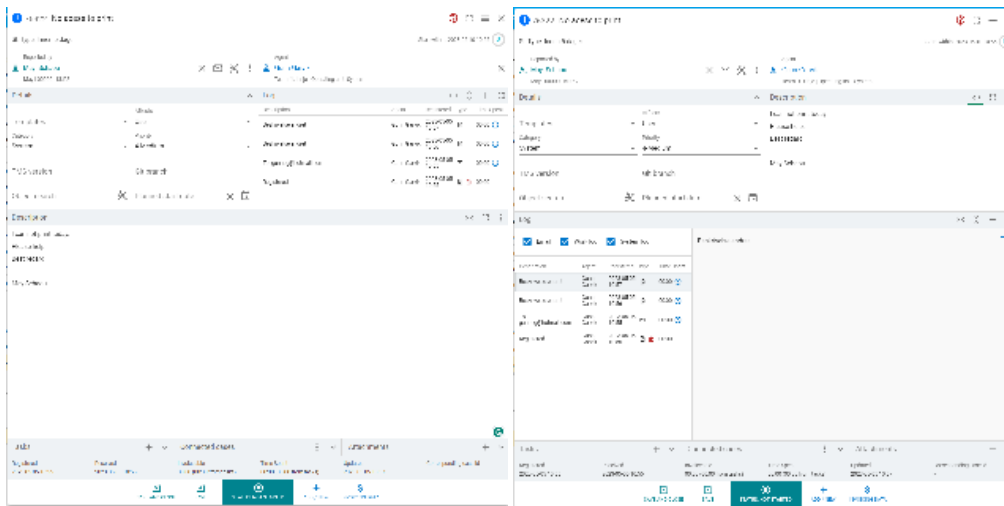
# 10.3.0

Release date 08.05.2023

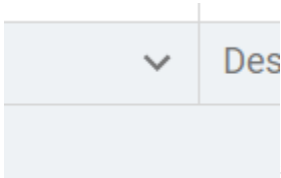
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## More flexible case scenario



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.

76322 No access to print

SL Type: Innen 5 dager Start within: 2023-05-10 10:55

Reported by: May Schauo May | 00000 - KURS Agent: Gunn Garvik Team: 1. Linje | Operating unit: System

Details

Templates: Affects: User

Category: System Priority: 4-Medium

TMS version: Git branch

Object search: Planned start date

gunneg@hotmail.com Gunn Garvik 10:55 00:00

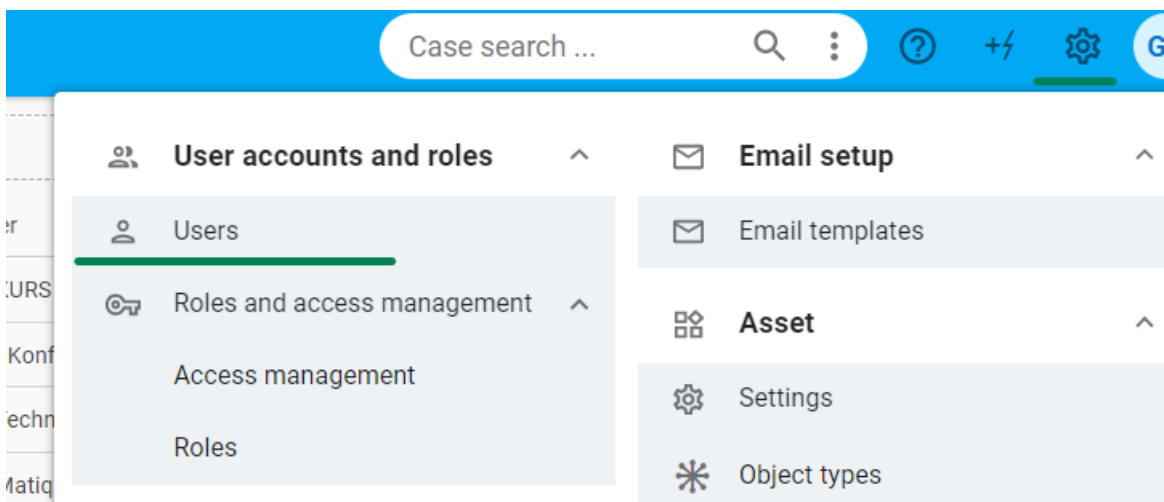
Registered Gunn Garvik 2023-05-05 10:55 00:00

Tasks: Registered 2023-05-05 10:55 Received 2023-05-05 10:55 Invoiceable 00:00 (00:00 from tasks) Time Spent 00:00 (00:00 from tasks) Updated 2023-05-05 10:57 Corresponding case id

SAVE AND CLOSE SAVE STATUS: NOT STARTED ADD / NEW INVOICING DATA

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



Show agents <input type="checkbox"/>		Search <input type="text"/>			<a href="#">+ NEW</a>
		Filter <input type="text"/>			
Name	Username	VIP	Email	Customer	
Daniel Undlien	daniel.undlien@emsystemer.no		daniel.undlien@emsystemer.no	EM Systemer AS	
May Schaou	May		gunneg@hotmail.com	00000 - KURS	

### User card for agent

Gunn Garvik

Username

gungar

Password

\*\*\*\*\*

Email

gunn.garvik@technet.no

Language

Norwegian

Phone, Work / Organization

004733485975

Phone, Mobile / Private

004790117251

Customer

10346 - Technet AS

Manager

Employee No

Invoice

☐

VIP

Very Important Person

☒

Agent information

Department

User rights

Default team

System

Admin

1. Linje

Team

Dev 1. Linje Dokumentasjon

Company

Unavailable from 2022-05-26

Unavailable to 2022-05-27

The users recent cases

Other

Additional information

Supersuser

☐

Two factor authentication

☐

CLOSE

SAVE AND CLOSE

Other

Additional information

Supersuser

☐

Two factor authentication

☐

Deactivated

☐

Asset

Add asset: Search assets here

Type	Name	Copy	Links
Technet AS-833-Gunn			
Cartesia Interaktiell- N8295-QBYU2-VXCUB-XQ44D-USBFD			
Technet AS-Gunn Skjerm 1-014401010019			
Technet AS-Gunn Skjerm 2-ETF4D01906019			

1-4 of 4

CLOSE

SAVE AND CLOSE

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

May Schaou

Username

May

Password

\*\*\*\*\*

Email

gunneg@hotmail.com

Language

Norwegian

Phone, Work / Organization

Phone, Mobile / Private

Customer

00000 - KURS

Manager

Employee No

Invoice

☐

VIP

Very Important Person

☐

Agent

☒

The users recent cases

Other

Asset

CLOSE

SAVE AND CLOSE

### Extension of user card

Open users cases and Solved cases

Department and location fram Azure

The screenshot shows a user profile form for 'Gunn Garvik'. The form is divided into two main sections. The top section contains fields for 'Username' (Gunn.Garvik@technet.no), 'Email' (Gunn.Garvik@technet.no), 'Language' (Norwegian), 'Phone, Work / Organization', 'Phone, Mobile / Private', 'Customer' (Technet), 'Department' (System), 'Location' (Larvik), 'Manager', 'Employee No', 'Invoice' (toggle), and 'VIP Very Important Person' (toggle). The bottom section is titled 'Agent' and contains 'Agent information' (Department: Standard, User rights: User, Default team: IT support), 'Search role' (Roles), 'Search team' (Team: IT support), 'Company', 'Unavailable from', and 'Unavailable to'. At the bottom of the form are buttons for 'SIGNATURE', a trash icon, a lock icon, and a 'SAVE AND CLOSE' button.

Printing faq added

The screenshot shows a 'Knowledge Article #1' form. The title is 'How to set up email on iPhone'. The form includes a 'Type' section with radio buttons for 'FAQ (Published to the More Service Portal)' (selected), 'Known error', 'Proposal', 'Published', and 'Not published'. The 'Description' field contains 'how to set up email on iPhone?'. The 'Solution' field contains 'How to set up email on iPhone.' and a link 'Følg linken under: https://support.apple.com/no-no/HT201320'. The 'Object' is 'Iphone', 'Category' is 'Informasjon/sparsmal', 'Departments' is 'All', and 'Expires' is '2022-08-30'. There is an 'Attachments' section with a placeholder 'Drag 'n' drop files here, or click to select files'. At the bottom right, there is a metadata section showing 'Last updated: Gunn Garvik 2023-05-05 12:30' and 'Created by: Morten Naess 2013-08-30 12:02'. At the bottom are buttons for 'CANCEL', 'DELETE', and 'SAVE'.

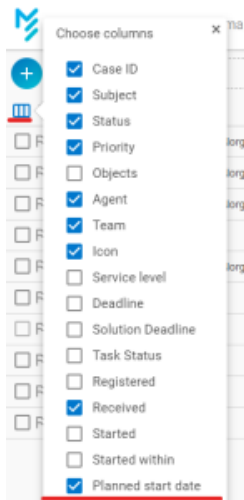
Cases marked yellow in the Servicedesk overview image when the planned start date has been reached

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"



The case will be highlighted yellow in Servicedesk overview

1244 Visma accounting error

SL Type: JL-H-Responstid 5 timer

Reported by  
 Anne Hansen  
 GUNNEG@HOTMAIL.COM | HR team Norge




Details

Templates Department

Category Priority

Application Medium

Order number Batch number

Object search  2023-05-08  







2023-05-08 Garvik 09:31 00:00

Erne endret Gumm Garvik 2023-05-08 09:23 00:00

Påviser satt til Avdeling Gumm Garvik 2023-05-08 09:23 00:00

Erne endret Gumm Garvik 2023-05-08 09:22 00:00

Service Desk System map Asset Maintenance Project Social Media

Case ID	Type	Customer	Priority	Subject	Planned sta...	Category
1244		HR team Norge	 Medium	Visma accounting error	2023-05-08	Application
1231		HR team Norge	 Medium	Order a certificate	2023-05-08	Order
1230		Technet	 Urgent	Print Error		Print

## 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

1/5 of !

include deleted

Service Desk System map Asset Maintenance Project Social Media

Case ID	Type	Customer	Priority	Subject	Planned sta...	Category
1244		HR team Norge	 Medium	Visma accounting error		Application
1231		HR team Norge	 Medium	Order a certificate		Order
1230		Technet	 Urgent	Print Error		Print

## Added base functionality for avatar

Its posible to add picture to users and agent. This funktion 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 original 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 possibility 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

- #AutoSendEmailToAgentMainText#  
 #AutoSendEmailToAgent#
 

☐
- Fixed better design on Display window