

More Service Docs

About More Service

More Service is an ITIL-based service management system, developed and supported from Norway.

All data in More Service is stored in Norway.

Pre-defined workflows make More Service easy and fast to implement.

With an intuitive interface, and built in React, More Service is a super-fast service desk.

More Service is delivered as a cloud solution and you can start to use it immediately with a 60-day trial period.

The subscription types are Basic and Enterprise.

Read more about More Service on <https://moreservice.com/>, and see how easily you can order or get a demo of More Service.



Content

- [User Guide](#)
 - [Login](#)
 - [Service Desk](#)
 - [Keyboard shortcuts](#)
 - [New case](#)
 - [Quick registration](#)
 - [Inbox](#)
 - [Features in the inbox](#)
 - [Monitoring](#)
 - [New change log](#)
 - [Actions](#)
 - [The case list](#)
 - [Filter](#)
 - [Choose columns](#)
 - [Group](#)
 - [Save your view](#)
 - [Views](#)
 - [Icons in the case list](#)
 - [Display](#)
 - [Planned start](#)
 - [CaseFlow](#)
 - [Search](#)
 - [Log search in free text](#)
 - [Change Log](#)
 - [Register new case](#)
 - [Split a case/copy a case](#)
 - [Fast Registration](#)
 - [Manual registration of new case](#)
 - [Registration of a case automatically from agent's email \(auto case\)](#)
 - [Fields / tabs in Incident / Service / Access](#)
 - [FAQ](#)
 - [Print](#)
 - [Send](#)
 - [Templates](#)
 - [Category](#)
 - [Object search](#)
 - [Impact](#)
 - [Priority](#)
 - [Start within](#)
 - [SL Type](#)
 - [Consumption](#)
 - [Description tab](#)
 - [History](#)
 - [New Work log / New Email button](#)
 - [Time Consumption](#)
 - [Invoicing](#)
 - [Invoice Types](#)
 - [Solution](#)
 - [Email to user](#)
 - [Attachments tab](#)
 - [Tasks tab / subtasks](#)
 - [Related cases tab](#)
 - [Merged cases tab](#)

- Form tab
 - Extra tab
 - Outlook tab
 - Agent
 - Tick box for mail to the user
 - Status
 - Date of reception, registration and updated
 - FAQ and Search in Knowledge Base
 - Registration of new case from user web
 - Registration of new case by email
 - Templates
 - Create templates
 - Right menu
 - Service messages
 - Frequently Asked Questions in More Service
 - Classification of cases according to ITIL
 - Reports for Servicedesk
- Flag: Subscribe and follow up cases
- Servicedesk overview views
- Planned start date (Incident / Service / Access)
- Export calendar file
- Copy caselink (permalink or permanent link)
- System Map (CMDB)
 - Videos
 - Keyboard shortcuts in System Map (CMDB)
 - What is System Map (CMDB)?
 - Why use System Map (CMDB)?
 - Why service catalog in More Service?
 - Root cause
 - Disaster Recovery Plan - Automatically
- Project
 - Information
 - Processing
 - Plan / Carry out
 - Status (Project)
 - Handover
 - Generally
- Invoice Module
 - Invoice
 - Edit data in More Service
- Settings
 - User accounts and roles
 - Agents
 - Users
 - Roles
 - Groups
 - Team
 - Team begrensed
 - Customers
 - Companies
 - User groups
 - Apps
 - Activate an app
 - AzureAD
 - Configure Microsoft Portal (portal.azure.com)
 - Microsoft Teams App
 - More Service Sync
 - Configuration of object types for sync service
 - Linking objects from external providers to More Service
 - Create connection between devices
 - More Service Portal
 - Service messages (Settings)
 - System map
 - Object types
 - Forms (Settings)
 - Email setup
 - Email templates
 - SPF - Allow More Service to send email on behalf of your own domain
 - Service Desk (Settings)
 - Setup
 - Categories
 - Priority (Settings)
 - Case flow
 - Status (Settings)
 - Service Level (SL)
 - Case templates
 - FAQ (Frequently Asked Questions)
 - Download

- Template tree structure
 - Outlook
- Maintenance module
 - Create a new scheduled task
 - See your's and others' maintenance tasks
 - Perform a task
 - To edit a checklist / form
 - To copy an existing form and edit it
 - To retrieve a standard form that comes with MORE SERVICE
 - Deviation report
 - Change agent / scheduling on a task or delete
 - Forms and approval of the immediate manager
- Integrations and APIs
- More Service Tips & Trix
 - More Service Tips & Trix - Subtasks
 - More Service Tips & Trix - Service messages
 - More Service Tips & Trix - FAQ / Knowledge Base
 - More Service Tips & Trix - Templates
 - More Service Tips & Trix - Right Menu
 - More Service Tips & Trix - Use user web
 - How to get users to take advantage of features in user web?
 - What can user web be used for?
 - Forms
 - New Forms
 - FAQs
 - Service message
 - Add links
 - More Service Tips & Trix - What is the System Map (CMDB)?
 - What is the System Map (CMDB)?
 - Why should we use the System Map (CMDB)?
 - Why service catalog in More Service?
 - Root cause
 - Disaster Recovery Plan - Automatically
 - More Service Tips & Trix - Merge cases
 - Merge cases
 - More Service Tips & Trix - How to use standard status «Suggested solution»
 - How to use standard status "Suggested solution"
 - The case will be resolved automatically
 - «Suggested solution» email template.
- Asset Module
 - Add new asset
 - Show CMDB objects in asset module
 - Update asset
- New Form Module
 - Edit form for More Service Portal
 - Form approval by manager
 - Form Elements
 - Autocomplete
 - Button
 - Checkbox Group
 - Date Field
 - File Upload
 - Header
 - Hidden Input
 - Paragraph
 - Number
 - Radio Group
 - Select
 - Text Field
 - Text Area
 - User selector advanced
 - User selector simple
 - Multiselect level "Form"
 - Form in More Service portal
- API
 - Access data from More Service API using Postman
 - Authentication
 - OAuth 2.0 med Password Grant
 - OAuth 2.0 with Code Grant
- Release Notes
 - 10.4
 - 10.4.52
 - 10.4.35
 - 10.4.31
 - 10.4.10
 - 10.4.2
 - 10.3
 - 10.3.71
 - 10.3.37

- 10.3.26
- 10.3.0
- 10.2
 - 10.2.72
 - 10.2.63
 - 10.2.52
 - 10.2.49.1
 - 10.2.42.2
 - 10.2.35
 - 10.2.31
 - 10.2.23
 - 10.2.19
 - 10.2.13
 - 10.2.2
- 10.1
 - 10.1.34
 - 10.1.33
 - 10.1.30
 - 10.1.29
 - 10.1.27
 - 10.1.6-26
 - 10.1.5
 - 10.1.0
- 10.0
 - 10.0.3
 - 10.0.0
- 9.1
 - 9.1.12
 - 9.1.11
 - 9.1.10
 - 9.1.9
 - 9.1.8
 - 9.1.7
 - 9.1.6.1
 - 9.1.6
 - 9.1.5
 - 9.1.4
 - 9.1.3
 - 9.1.2
 - 9.1.1
 - 9.1.0
- 9.0
 - 9.0.9
 - 9.0.8
 - 9.0.7
 - 9.0.6
 - 9.0.5
 - 9.0.1
 - 9.0.0
- 8.9
 - 8.9.10
 - 8.9.7
 - 8.9.6
 - 8.9.5
 - 8.9.4
 - 8.9.3
 - 8.9.2
 - 8.9.1
 - 8.9.0
- 8.8
 - 8.8.0.5
 - 8.8.0.4
 - 8.8.0.3
 - 8.8.0
- 8.6
 - 8.6.5.5
 - 8.6.5.4
 - 8.6.5.3
 - 8.6.5.2
 - 8.6.5.1
 - 8.6.5
 - 8.6.0.4
 - 8.6.0.3
 - 8.6.0
- 8.5
 - 8.5.1.5
 - 8.5.1.4
 - 8.5.1
 - 8.5.0

- 8.4
 - 8.4.7.1
 - 8.4.7
 - 8.4.6
 - 8.4.5.2
 - 8.4.5
 - 8.4.0.1
 - 8.4.0
- 8.3
 - 8.3.5
 - 8.3.0
- 8.2
 - 8.2.6.1
 - 8.2.6
 - 8.2.5
 - 8.2.1.3
 - 8.2.1.2
 - 8.2.1.1
 - 8.2.1
 - 8.2.0.1
 - 8.2.0
- 8.1
 - 8.1.8.1
 - 8.1.8
- Older
- Other
 - Changes to iTMS
- [YouTube Videos](#)
- [Announcements](#)
 - [Upcoming changes to More Service certificate on september 30, 2021](#)
- [Azure AD English](#)
- [More Service Sync English](#)