

Inbox

Cases from quick registration, email and user web can (or be automatically registered) end in the Inbox:



The number (5) indicates the number of items that are not registered.

By selecting an entry in the inbox, you can easily see the user's username, name, user group, phone, email address, if this is registered in More Service. You can also see who has received the email as a copy (cc). Type: shows what channel the case comes from - email, user web etc. Any attachment will be displayed.

The screenshot shows a web interface for an inbox. On the left, there's a table with columns: RECEIVED, T., SUBJECT, USER, and DEPARTMENT. The first row shows a case received on 08/07/14:38 with the subject "Printer is not working", user "Gunn Gørvik", and department "Gunn Gørvik". Below the table, there's a detailed view of the selected case. It includes fields for Subject, Username, Name, Customer, Email, CC, Phone, Type, Attachments, and Create as. The details show the printer is not working, the user is Gunn Gørvik, and the email is gunn.gorvik@technet.no. On the right, there's a list of "LATEST" cases, "LATEST DEPARTMENT", and "LATEST USER". The "LATEST" list shows a series of cases with dates and subjects. The "LATEST DEPARTMENT" and "LATEST USER" lists are currently empty. At the bottom, there are buttons for "REGISTER", "MERGE", "ADD TO THE CASE", and "DELETE".

In the inbox you will also see the "**Latest**" cases registered in the operating organization, the selected user's department's last registered cases under the "Latest department", and the selected user's last registered cases under "Lastest user."