

Features in the inbox

REGISTER

MERGE

ADD TO THE CASE

DELETE

Register

Select the case and click «Register» to register case, categorize and process the case.

Merge

Once you have selected a case, you can match it with a case that is registered and deals with the same issue. Select the case you want to merge with and click 'Merge'.

Add to the case

If a user only sends a reminder about a previously registered case under the "Latest user" tab, you can easily add the email as an email log in the registered case. Select the email you want to add to the case. Click the "Add to the Case" button. The case will show that it is updated with an email icon and an updated date.

Delete

You can also delete an incoming case, if it's spam.

ADD TO THE CASE

The screenshot displays the TMS inbox interface. At the top, there are four buttons: REGISTER (green), MERGE (grey), ADD TO THE CASE (blue), and DELETE (red). Below these is a table with columns: RECEIVED, T., SUBJECT, USER, and DEPARTMENT. The first row shows a case received on 08.07.2019 at 12:22, with the subject 'Feilmelding 4810958 - 0: 0'. Below the table, there is a detailed view of the selected case. On the left, fields for Subject, Username, Name, Customer, Email, CC, Phone, Type (set to 'Hurtigregistrering'), Attachments (None), and Create as (set to 'Incident') are visible. On the right, a list of logs is shown, including dates, times, and descriptions of events. At the bottom of the interface, a status bar shows the current case: 'VS: Problem med en bruker som ikke ko Startet', priority '4-Medium', and a list of users: '14.03.19 10:42 15.05.19 10:43 Arild Bohn 1. Line Gunn Garvik 11149 - Multiconsul Brukerstette'.