

# Templates

For often repeated inquiries, it pays to use templates. All fields in the registration form are filled in with predefined values from template and you only need to press «Register» and the case has been successfully registered and assigned. If the problem is solved on the phone with a user while the case is being registered, the case can be closed directly in the registration screen. Then the solution is filled directly into the solution field, predefined time is entered and the case is set to status «Solved».