Outlook tab

DESCRIPTION	ATTACHMENTS (0)	TASKS (0)	RELATED CASES (0)	MERGED CASES (0)	FORM (0)	EXTRA	OUTLOOK

Put the case as an appointment in the Outlook calendar of agents. To use this functionality, it must be configured a connection to Exchange in agent's profile in More Service. Contact Technet to set up this.
Here you can enter the place and time, and the case is automatically transferred to Outlook via a service that runs every 3 mins.