

Templates

Templates are used to automatically fill in fields in a case or in quick registration form. This way you can save time by creating templates for the repeated Service.

It may be useful to write the pre-defined status of the case in the name of the template.

Templates are available from a drop down menu when registering a new case or working on an existing case.

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Testcase from More Service Portal -

User	John Doe (johndoe) - 12323434 - 98877665 - Technet		
Templates	▼	Affec	
Category		Priori	
Object search			
DESCRIPTION	ELATE		

Bestilling

Brukeradministrasjon

Legge til en e-postkonto i Outlook 2016 på PC

Print error

Problemer med applikasjon

Utskriftfeil

Using «Quick Registration», templates can be used from the drop down menu in the «Quick Registration» screen.

When choosing a template, the template will only add text and do not overwrite what is already in the description field.