

# Create templates

The templates are created / edited under Settings / Service Desk / Case Templates. Here you fill in the fields you want the template to contain. You can also leave the description field in the template to be a list of details to remember for agents needed in the case.

## Register / change templates

Name

Subject

Description

Log

Solution

Time consumption

HoursMinutes

Object type / object

Type

Category

Affects

Priority

Status

Email user

☐

Standard Change

☐

Applies to all operating units

☐

NEW

SAVE

DELETE

