

# Service messages

Service messages are used to alert affected users during interruptions, information, downtime, scheduled maintenance, etc.

Service messages can be created from 3 different locations in More Service:

## From a Request

### + CREATE SERVICE MESSAGE

Go to «Extra» tab

+ NEW SERVICE MESSAGE

Service desk>Settings>Service message link and create a

**Title:** The subject field from the case becomes the title of the service message. You can edit it.

**Message:** The text you want to send.

**Groups:** The user groups you want to receive this service message when logging in to user web, and with the option of receiving notification by email, will be added to "Selected Groups."

**Case ID:** The field displays case ID if the service announcement was created from a case.

**Priority:** If several service messages have been published at the same time, the priority will determine the order in the list displayed on user web.

**Show from / to:** The time frame you want the service message to appear on user web.

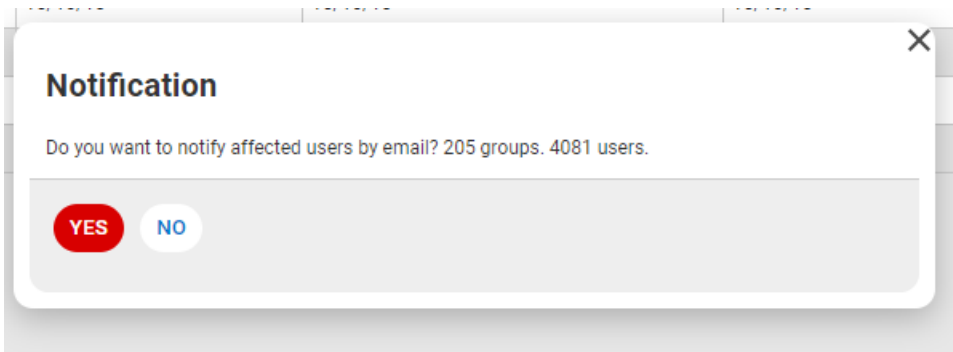
**Working date from / to:** These dates are shown in the email which is sent to users as well as shown in user web.

The screenshot shows a form titled 'Title' with a close button (X) in the top right corner. The form contains the following fields and options:

- Title:** Varsel om vedlikehold/ Notice of maintenance
- Message:** A text area with a rich text editor toolbar (bold, italic, underline, link, unlink, list, indent). The message content is: "Mvh More Service support team", "English", "Technet will conduct infrastructure / server maintenance Wednesday, January 15 from 6pm to Thursday morning at 6am. Consequences: The service More Service (TMS) can be unstable for the time period.", "If you have any questions, contact the help desk on tel.+47 33 48 59 70 or e-mail [helpdesk@technet.no](mailto:helpdesk@technet.no)", and "Best regard More Service support team".
- Groups:** A list box on the left and a 'Selected groups' list on the right. The 'Selected groups' list includes: 10082 - Signo, 10475 - Matiq, 10537 - Midt-Telemark, 10537 - Midt-Telemark Teknisk Etat, 10558 - Rana Kommune, 10664 - Østfold Fylkeskommune, 10738 - IKT Hallingdal (Gol kommune), 10770 - Digitale Gardermoen IKS, and 10778 - Labcraft.
- ☐ Show only groups in my department
- Case ID:** A field highlighted with a red rectangle.
- Priority:** A dropdown menu set to 'Normal'.
- Show from:** 15/01/20
- Show to:** 15/01/20
- Work date from:** 15/01/20
- Work date to:** 15/01/20
- SAVE:** A green button at the bottom left.

When you save the service announcement, you will be asked if you want to send email to affected users:

- If you answer **Yes** all users in the selected user groups will receive an email with the message, and the service announcement will be shown in user web - If you answer **no** all users in the selected user groups will only see the message on More Service Portal .



When the case closes, you will be prompted to delete the service message:

## Operation Log

Operation log can be sent from the "Extra"-tab, using the email template "Operation log". Info to agents.

From the «Extra»-tab you can also use "Operations log"

Operation log has options for a pre-filled email template. The template can be found under «Admin» - «Email» - «Log».

The notification can be used if you wish to inform all other agents in your organization about a particular issue.

### Email setup

Op. unit

Standard

Email type

Service Log

Info til tekniker om at sak er overført

Løsningsforslag

Ansvarlig tekniker byttet mange ganger

**Endring**

Hei

Dette gjelder saksnr. 12345

Med Emne: Utskriftsproblemer

Beskrivelse av saken: Får ikke skrevet ut på vår skriver

Denne saken er har fokus nå. Saken må løses umiddelbart og testes.

Eiere av sak er: Gunnar Olsen

Mvh Gunnar Olsen

Send en test til deg selv

[Saksnummer]

[Emne]

[Beskrivelse]

[Status]

[Kategori]

[Tekniker]

[Registrert]

[Løsning]

[Historikk]

[Bruker]

[Brukernavn]

Hei

Dette gjelder saksnr: [saksnummer]

Med Emne: [Emne]

Beskrivelse av saken: [Beskrivelse]

Denne saken er har fokus nå. Saken må løses umiddelbart og testes.

Eiere av sak er: [Tekniker]

Mvh [Tekniker]

5833\*

MoreService is now upgraded to 8.1.6

User: Gunn Garvik (gunar) - 33 48 59 75 - Technet system

Templates: Affects: SL Type: Respondid 15 minutter

Category: System Priority: Medium Start within: 12/05/2019 - 8:15 AM (Actually started: 01/13/20) Solved within: 12/05/2019 - 4:00 PM

Object search: Consume: 100% Consume: 100%

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

+ CREATE SERVICE MESSAGE SERVICE LOG

Problem Candidate

Agent: Gunn Garvik Team: 1. Sørje

Status: Not started

Time Spent: 00:00 (00:00 from task)

Invoiceable: 00:00 (00:00 from task)

Received: 12/04/2019 - 8:05 PM

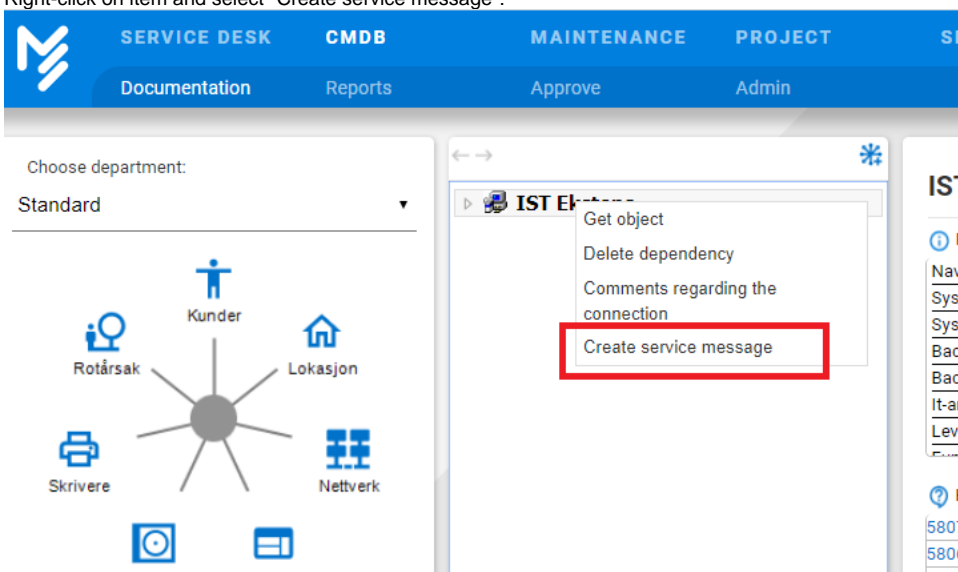
Registered: 01/13/2020 - 4:46 PM

Updated: 01/13/2020 - 4:46 PM

NEW WORK LOG NEW EMAIL NEW TASK SAVE SAVE AND CLOSE DELETE INVOICING DATA

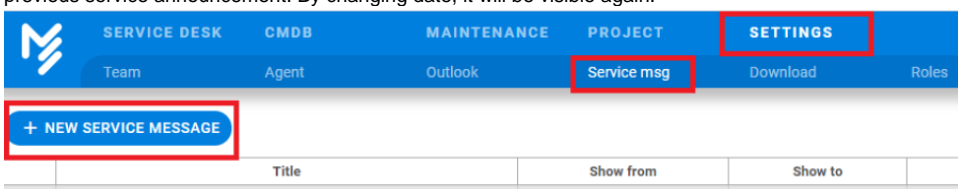
## From System Map (CMDDB)

Right-click on item and select "Create service message":



## From the Settings tab

Here is the list of all operating messages and you can create a new operating message regardless of case type or item. You can also re-use a previous service announcement. By changing date, it will be visible again.



## Right menu

In the left menu, you can add the service message area and get quick access to active messages. You can also open the message from here.

Q +/? [ ] [ ]

DISPLAY

1.linje og mine saker

Icon	Customer	Category
★	Technet system	Fagapplikasjon
★	Technet system	System
⊞	Krogsveen Kunde	Fagapplikasjon
★	Technet system	Treghet
★	Technet system	Fagapplikasjon
⊞	Technet system	Lønn
★	Technet system	Utskrift
★	Technet system	Brukerspørsmål
★	Technet system	Fagapplikasjon
★	Technet system	
★	Technet system	Treghet
★	Technet system	Office 365
	Bruksetkollen	Bestilling
★	Technet system	Bestilling
	Spareban1 bv	Avvik
	Spareban1 bv	Fagapplikasjon
	Spareban1 bv	Avgang
★	Technet system	Utskrift
⊞	Krogsveen Kunde	Avvik
	Technet system	Bestilling

Monitoring

Service messages

16.01->16.01 More Service oppgrade ti v

Planned tasks

Customer/Department status

Technet system	26
Krogsveen Kunde	5
Spareban1 bv	3
Bruksetkollen	1
IMS Technologies AS	1
Kvantel	1