

Frequently Asked Questions in More Service

FAQ is the knowledge base in More Service. FAQ has 2 types of knowledge articles:

- FAQ (Frequently Asked Questions, these are published on user web) - Known errors (available only to agents)

Create a new FAQ from a case

When you find a good solution which users and / or other agents can benefit from, it's a good idea to create a new knowledge article. You can easily do this by using "Create FAQ from this Work log" icon in the work log.



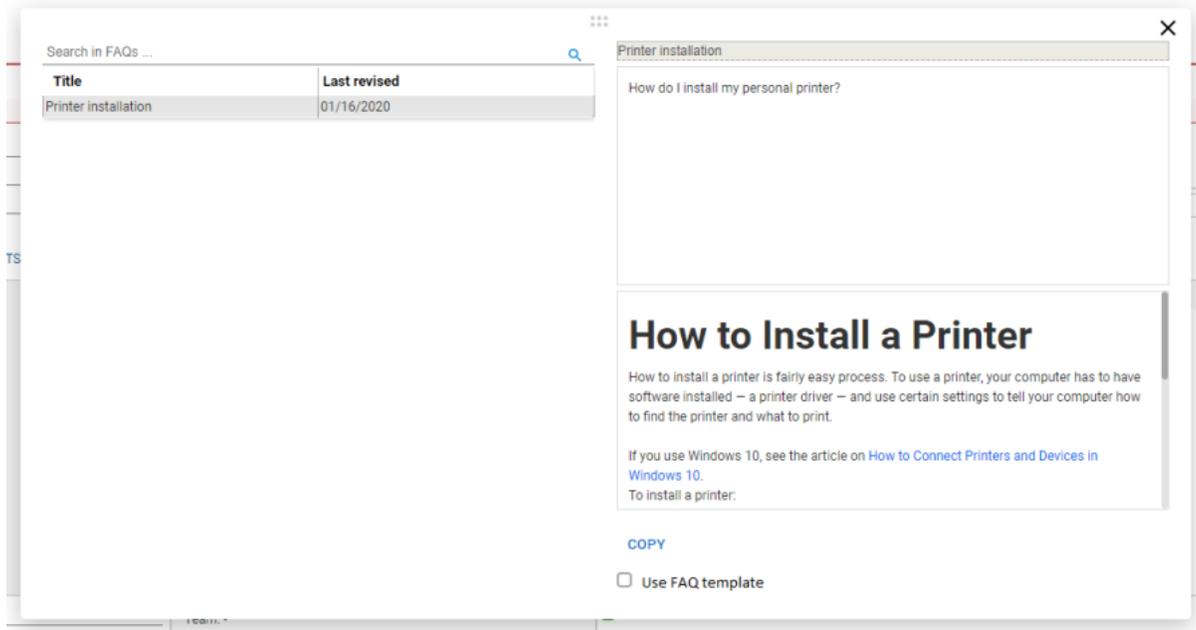
Subject, Description, and Solution from the case are included in the article and an email is sent to Knowledge Manager that a proposal for new article has been registered (if the role is defined). Knowledge Manager must publish the article before it becomes visible for users and agents. If no Knowledge Manager is defined, the article will be published automatically.

Use FAQ to solve a case

When you register a new case, and the System Map (CMDB) object matches a knowledge article, the question icon on the Subject field goes red.



Click the question icon to get a solution suggestion and choose a solution - From here you can use the "Copy" button or close the window - When you copy the solution to the case, the text from the knowledge article answer field is added to the case's solution field. If you do not have text in the subject and description field of the case, "Copy" will fill in these fields as well. You can click on the question icon to search for solutions at any time.



If you choos to use Use FAQ template a templat with the case description field will be added to the bottom of the email.

Questions and Answers to UserWeb

From the menu, user have access to the most popular questions-and-answers. In questions-and-answers user can search for relevant information to solve

his/her own matter. Top 5 and Last 5 appear at the top of the view, then all questions-and-answers.

technet

Gunn Garvik
(Technet system)

Navigation

- Start
- New case
- Cases
- Order
- Questions And Answers**
- Change password
- Log out

links

- Outlook App
- hurtigtaster i nettleser

Questions And Answers

Search Questions and Answers

Top 5

- Import av e-postadresser
- test av bilde i OSS
- Skriver virker ikke

5 most recently used

- Import av e-postadresser
- Skriver virker ikke
- test av bilde i OSS

[Click here to see all Questions and Answers](#)

A user can help himself by using "questions-and-answers", so that Service Desk can focus on other cases.



Gunn Garvik
(Technet system)

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Questions and Answers

Printer is not working

Question:

Printer is not working.

Answer:

Maybe you must install your personal printer once more.

How to Install a Printer

How to install a printer is fairly easy process. To use a printer, your computer has to
If you use Windows 10, see the article on [How to Connect Printers and Devices in Wi](#)
To install a printer:

1 Read the instructions that came with the printer.

Some printers require that you install software before connecting them, but you can

2 Turn on your computer and then follow one of these options, as

If your printer is a Plug and Play device, connect it and power it on; Windows installs
Insert the disk that came with the device and follow the on-screen instructions.

This solved the problem

This did not solve the problem

When a user registers a new case (and the setting is enabled), More Service will present possible solutions based on the text in the Subject field. From here, users can choose to register the case if the suggestions do not solve the problem. It is registered as a viewed article when: - when a user presses "This solved the problem", it will be registered as "Helped."

If the user presses "This did not solve the problem", it will be recorded as "Not helped" Keywords are saved, the number and which FAQs that were detected.

- The counters helped / shown / not helped can be found in "Service Desk" "FAQ".
- The search teller appears in agent web "Service Desk" -> "Reports" -> "FAQ" Here you can also see how many times the article has been shown.

FAQ tab under Service Desk tab

Here are all the FAQs with status *Published* and *Suggestions*.

All agents can create new knowledge articles from here. If a knowledge manager is defined, he/she must publish the article before it becomes visible.

FAQ from Admin tab

The administrator in More Service has access to the «FAQ» tab under «Servicedesk»-> «Admin». Here are all knowledge articles and the "Show only suggestions" button makes it easy to review new articles to be published.

Articles have a field for expiration date. The default expiry date is set 1 year in advance. Here the knowledge manager can also choose the date. When the time expires, the publication becomes inactive and the article will get status «Suggestions», it is no longer visible.

| ID | Type | Title | Status | Object | Created by | Created | Expires | Updated | View |
|----|------|--|-----------|---------------|--------------|----------------|----------|----------------|------|
| 2 | FAQ | Printer installation | Published | Local printer | Admin Admin | 16/01/20 11:59 | 16/01/25 | 16/01/20 11:59 | 0 |
| 1 | FAQ | Add an email account in Outlook 2016 on PC | Published | Office 365 | Default User | 08/01/20 20:44 | 08/01/21 | 09/01/20 12:31 | 0 |

Admin settings for FAQ

Under the «Admin» > «Setup» > "Roles"-tab, a knowledge manager can be defined. The tasks of the role are to ensure that published articles are relevant and set up according to the organization's template. Once this role is defined, an email will be sent when new articles are created. New articles get status «*Suggestion*» and knowledge manager can quality assure the content and then publish the article.

If no knowledge manager is defined, all articles will be published automatically, without quality assurance.

Roles

| | | | |
|--------------------------------------|----------|--|----------|
| Problem Manager Trond Lykken | ▼ UPDATE | Change Manager Gunn Garvik | ▼ UPDATE |
| Service Manager Ronny Michelsen | ▼ UPDATE | Change Manager Ronny Michelsen | ▼ UPDATE |
| Knowledge Manager Ronny Michelsen | ▼ UPDATE | Project Administrator Ronny Michelsen | ▼ UPDATE |
| CMDB responsible Gunn Garvik | ▼ UPDATE | | |

Under the section " Setup " "Setting per. User Group "(New case, Filter & FAQ) will be set up if user should get suggestions for new file registration and whether the section with all FAQs should be shown.

More Service Portal Settings

SETTINGS BY OPERATING UNIT

(Appearance, callout and feedback function)

SETTINGS BY CUSTOMER

(New case, filter & FAQ)

SHARED SETTINGS

(Menu Links)

FORMS

More Service Portal - New case, filter & FAQ ✕

Apply the settings to all customers

- 10153 - HG Eiendom
- 10184 - Austrheim Larvik
- 10209 - Larvik Håndballklubb
- 10340 - Larvik Trykkluft
- 10362 - Larvik HMS
- 10369-FK Tønsberg
- 10371 - Tanker Services AS
- 10371-DHTankers
- 10374 - Nevlunghavn Bakeri og Conditori
- 10401 - Prosjektkompetanse
- 10425 - Yes! vi leker
- 10455 - Laud Media AS

- Show business open cases
- Show the business' solved cases
- Show the user's open cases
- Show user's solved cases
- Show FAQ suggestions when the user creates cases
- Show the section with all FAQs
- Show services
 - Dropdown TypeAhead
- Show categories
- Show additional fields for contact information

SAVE

SAVE AND CLOSE

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