

More Service Tips & Trix - FAQ / Knowledge Base

FAQ = Frequently Asked Questions

How to use FAQ in More Service:

More Service has 2 types of FAQ / knowledge articles:

- FAQ (Frequently Asked Questions). These are published on UserWeb.
- Known errors. These are available only to agents.

Create a new FAQ from a case

When you have found a good solution that 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 the "New Knowledge Article" icon in the solution work log.

The screenshot shows a 'Work log' window in a service management system. The window has a sidebar on the left with the following sections:

- Case details: 1182* [Access new], SL Type: JL+H-Responstid 5 ti, Reported by: gunn garvik (gunnar | 90117251 | Technet).
- Details: Templates, Access new employee, Category, Access, Order number, Object search, Description (The employee full name).
- Tasks: 5, Sequential tasks.
- Task list: Register domain use (Period: 2022-12-07 13:45, Agent: Gunn Garvik), Register as a user in (Period: 2022-12-07 13:45, Agent: Gunn Garvik).

The main area of the window is titled 'Work log' and contains a large text input field. In the top right corner of this area, there is a red box highlighting a question mark icon, which is used to create a new knowledge article. Below the text input field, there are checkboxes for 'Email to agent', 'Bold', 'Solution', 'Private log', and 'Invoicing', followed by 'Hours' and 'Minutes' input fields. At the bottom of the window, there are buttons for 'SAVE', 'SAVE AS DRAFT', 'EMAIL', and 'CANCEL'.

New FAQ

Title [Access new employee]

Category Access

Object

Description
The employee full name.

Answer
Write the solution or how you solved this case, to share with your colleges.

SAVE

CANCEL

☐ Email to agent ☐ Bold ☐ Solution ☐ Private log ☐ Invoicing

Hours

Minutes

Subject, description, and solution from the case are included in the article and an email is sent to the Knowledge Base Manager telling that a new proposal has been registered (if the role is defined).

Knowledge Base Manager must publish the article before it becomes visible / searchable for users and agents. If no Knowledge Base Manager is defined, the article will be published automatically.

Use a FAQ to resolve a case

When you register a new case and Object matches a knowledge base article, the question icon on the subject field turns red.



Click the question mark icon to get a suggested solution. Select the chosen article. From here you can use the "Copy to case" button or close the window. When you copy the solution to the case, the text from the knowledge base article's reply 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 to Case" will fill in these fields as well. You can click on the question mark icon to search for solutions at any time.

The screenshot shows a Service Desk interface. At the top, there's a case header for '1182 [Access new employee]' with 'SL Type: JL-H-Responstid 5 timer' and 'Reported by: gunn garvik'. A dropdown menu is open, showing options like 'Split case' and 'Show FAQ that might help to solve the case'. Below this, a search bar is visible with the text 'Fra ADFS til Azure AD'. A table of search results is displayed, listing various FAQs and their last revised dates. The table has columns for 'Title', 'Type', and 'Last revised'. The results include FAQs about Outlook, Elements, and Azure AD, as well as a 'Known error' for 'Indeksregulering'. At the bottom of the search results, there are checkboxes for 'Use link' and 'Use FAQ email template', and a 'COPY' button.

Title	Type	Last revised
Legge til skriver på nytt	FAQ	2022-03-10
Legge til en e-postkonto i Outlook	FAQ	2022-11-07
Feil i sak arkiv Elements	FAQ	2022-03-10
Legge til en e-postkonto i Outlook (vedlegg)	FAQ	2022-10-27
Feil på arkivsystem	FAQ	2022-03-17
Single signon installasjon på iphone	FAQ	2022-10-06
Indeksregulering	Known error	2021-12-22
<u>Fra ADFS til Azure AD</u>	Known error	2022-09-28
Benytte egen avsender e-postadresse. SPF	FAQ	2022-09-28

☐ Use link

If you "use Link" its just a link to FAQ in userportal you got in your mail.

FAQ on user web

From the menu, users have easy access to the most popular FAQs and can search for FAQs. Top 5 and Latest 5 appear at the top in the view, then «All FAQs».

The screenshot shows a user portal interface. On the left, there's a sidebar menu with options like 'More Service', 'Home', 'New case', 'My cases', 'Order', 'FAQ', and 'Bestille brukere'. The 'FAQ' option is selected. The main content area has a search bar and two columns of FAQs. The left column is titled 'Latest FAQ' and lists the top 5 latest FAQs. The right column is titled 'Frequently Asked Questions' and lists the top 5 most popular FAQs. Both columns have a 'Click here to see all FAQs' link at the bottom.

Users can help themselves by taking advantage of FAQs, and Servicedesk gets additional time for other and possibly more complex cases.

Admin Admin
 999999 - Technet AS)

Navigation

- Start
- New case
- Cases
- Questions And Answers**
- Log out

Links

- Login portal
- Webmail
- Spamfilter portal
- Webshop
- Fjernsupport program
- Last ned Citrix receiver
- Last ned mobilepass klient

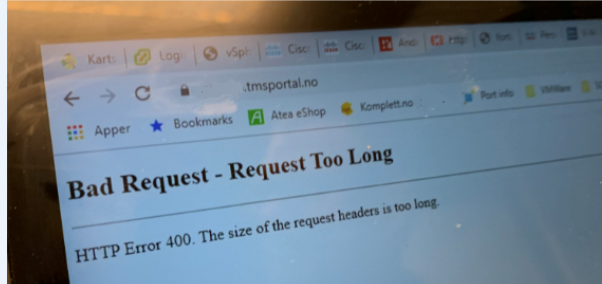
Questions and Answers

Bad request - request to long

Question:

Hei

En av våre teknikere, - får Bad request - request to long.
 Vedlagte feilmelding når han starter TMS, men bare i Chrome og bare på en av PCene han benytter til daglig.
 Hva kan gjøres med det?



Answer:

løsningen er å slette cookies i browseren på denne maskinen.

✓ 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.
 When users click the "This solved the problem" button, this is registered and presented under the column "Helped" under Admin tabs and FAQ. Here you can also see how many times the article has been shown.

FAQ from the Service Desk tab

Here are all the knowledge base articles with status **Published** and **Suggestions**.

All agents can create new knowledge base articles from here. If a Service Desk Manager is defined, he or she must publish the article before it becomes visible / searchable.

Service Desk System map A

- Overview
- Problems
- Changes
- FAQ**

Knowledge Articles

Search

Id	Type	Title	Status	Object	Created by	Created
45	FAQ	Legge til skriver	Proposal	Nettverksutskrift	Gunn Garvik	2022-10-06 10:38
44	FAQ	Visma utskrift	Proposal		Gunn Garvik	2022-09-29 10:39

Knowledge Article #1

Title

Type

☒ FAQ (Published to the More Service Portal)

☐ Known error

Description

Solution

Object

Category

Attachments

Drag 'n' drop files here, or click to select files

Last updated: 2023-01-09 12:55

Created by: 2023-01-09 12:55

SAVE

CANCEL

FAQ from Settings menu

Case search ...

User accounts and roles

Users

Agent

Roles

Groups

Team

Customers

Companies

Apps

Configure

More Service Portal

Service messages

Portal settings

Forms

Look and feel

System map

Object types

Forms

Email setup

Email templates

Asset

Settings

Object types

Service Desk

Template tree structure

Status

Service level

Setup

Priority

FAQ

Download

Categories

Case templates

Case flow

Notifications

The Administrator in More Service has access to the FAQ tab under Settings menu. Here are all knowledge base articles and the "Show only suggestions" button makes it easy to review new articles to be published.

Service Desk

System map

Asset

Project

Case search ...

Search

Knowledge Articles

Search

Id	Type	Title	Status	Object	Created by	Created	Expires	Updated	Viewed	Helped	Not helped
45	FAQ	Legge til skriver	Proposal	Nettverksutskrift	Gunn Garvik	2022-10-06 10:38	2023-10-06	2022-10-06 10:38	0	0	0
44	FAQ	Visma utskrift	Proposal		Gunn Garvik	2022-09-29 10:39	2023-09-29		0	0	0

Articles have a field for expiration date. The default expiry date is set 1 year in advance. The Knowledge Base Manager can change the date. When the time expires, the publisher and the article will get status Suggestion, it is no longer visible / searchable.

Knowledge Article #2

Title

Server error

Type

☒ FAQ (Published to the More Service Portal) ☐ Known error

Status

☒ Proposal ☐ Published ☐ Not published

Description

Server stopped working.

Solution

Reboot server.

Object

Main server

Category

Applikasjon

Departments

Mine

Expires

2021-06-09

Attachments

Drag 'n' drop files here, or click to select files

Last updated:

Created by: Admin Admin 2020-06-09 11:55

SAVE DELETE CANCEL

Settings

Under the Settings Roles tab, a Knowledge Base Manager can be defined. Knowledge Base Manager 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 Base Manager can quality assure the content and then publish the article.

If no Knowledge Base Manager is defined, all articles will be published automatically, without quality assurance.

Under the section "More Service Portal ", "Portal settings" "Setting by customer"it is chosen whether a user will get suggested solutions when registering a new case, and whether the section with all FAQs should be shown.

Settings can be made for one, several or all customers



More Service Portal



Service messages



Portal settings

SETTINGS BY CUSTOMER

(New case, filter & FAQ)

SHARED SETTINGS

(Menu Links)

More Service Portal-New case, filter & FAQ

☒ Set settings for all customers

Check/uncheck the checkbox and turn on the switch for each setting that you want to set for all customers

☐ 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



SAVE

SAVE AND CLOSE

CLOSE