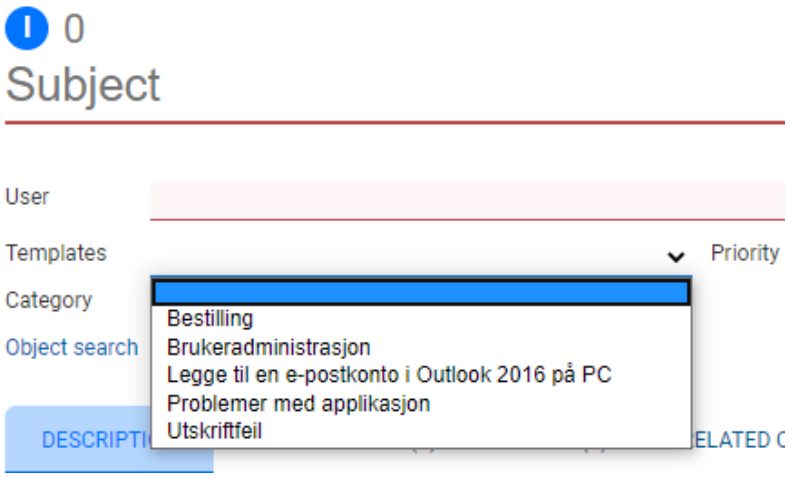
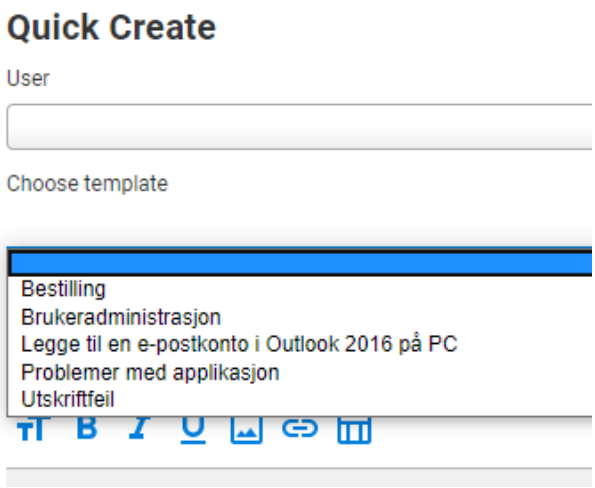
More Service Tips & Trix - Templates

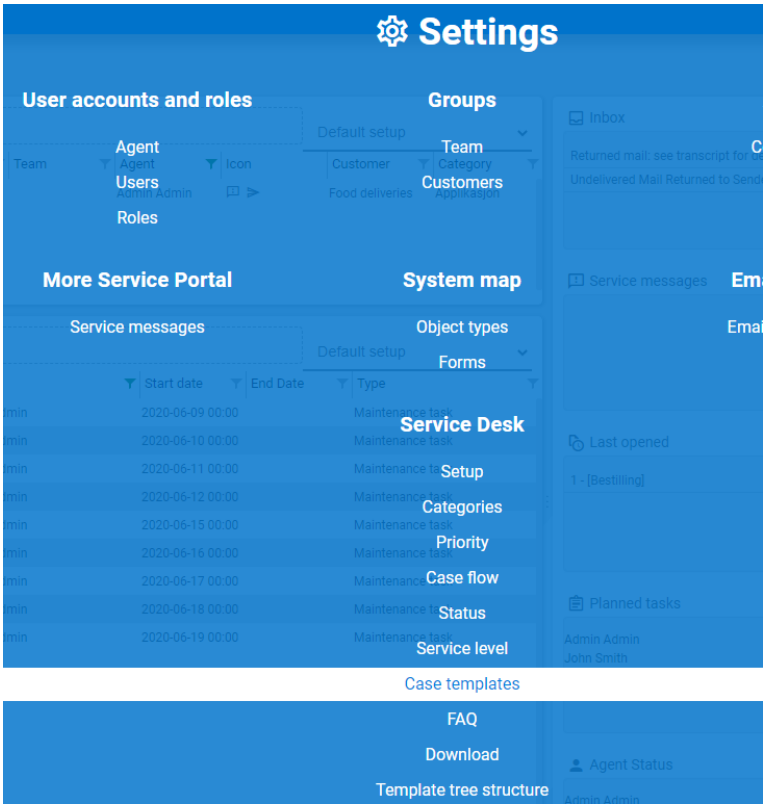
Templates
Templates are used to automatically fill in fields in one case or in quick registration. This way you can save time by creating templates for often repeated Service / cases.
It may be useful to write the pre-defined status of the case in the name of the template.
Templates are available from a drop down menu when registering a new case or working on an existing case



Using Quick Registration, templates can be used from the drop down menu.
When choosing a template, the template will only add text, and does not overwrite what is already in the description field.



Create templates
The templates are created / edited under Settings menu Case templates.



Fill in the fields you want the template to contain. You can also leave the descriptions field in the template to be a reminder list for agents of what details are needed in the case.

Register / change templates

Name	Print error
Subject	Can't print
Description	The customer can't print from: Mobil | Pc | Tynnklient
Log	Check if others have the same problem. Check if print server is ok. Re-add printer. Test print
Solution	
Time consumption	Hours 10 Minutes
Object type / object	Tjeneste / Nettverksskriver
Type	Hendelse
Category	Utskrift
Affects	Bruker
Priority	Medium
Status	Not started
Email user	☑
Standard Change	☐
Applies to all operating units	☐

NEW SAVE DELETE