User Guide

- Login
- Service Desk
 - Keyboard shortcuts
 - New case
 - Quick registration
 - o Inbox
 - Features in the inbox
 - Monitoring
 - New change log
 - Actions
 - The case list
 - Filter
 - Choose columns
 - Group
 - Save your view

 Views
 - Icons in the case list
 - Display
 - Planned start
 - CaseFlow
 - Search
 - Log search in free text
 - Change Log
 - Register new case
 - Split a case/copy a case
 - Fast Registration
 - Manual registration of new case
 - o Registration of a case automatically from agent's email (auto case)
 - Fields / tabs in Incident / Service / Access
 - FAQ
 - Print
 - Send
 - **Templates**
 - Category
 - Object search
 - Impact
 - Priority
 - Start within
 - SL Type
 - Consumption
 - Description tab
 - History
 - New Work log / New Email button
 - Time Consumption

 - Invoicing Invoice Types
 - Solution
 - Email to user
 - Attachments tab
 - Tasks tab / subtasks
 - Related cases tab
 - Merged cases tab
 - Form tab
 - Extra tab
 - Outlook tab
 - Agent
 - Tick box for mail to the user
 - Status
 - Date of reception, registration and updated FAQ and Search in Knowledge Base
 - Registration of new case from user web
 - Registration of new case by email
 - Templates
 - Create templates
 - Right menu
 - Service messages
 - Frequently Asked Questions in More Service
 - Classification of cases according to ITIL
 - Reports for Servicedesk
 - Flag: Subscribe and follow up cases
 - Servicedesk overview views
 - O Planned start date (Incident / Service / Access)
 - Export calendar file
 - Copy caselink (permalink or permanent link)
- System Map (CMDB)
 - Videos

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    Keyboard shortcuts in System Map (CMDB)

        What is System Map (CMDB)?
        Why use System Map (CMDB)?
        • Why service catalog in More Service?

    Root cause

        O Disaster Recovery Plan - Automatically

    Project

        Information

    Processing

        o Plan / Carry out

    Status (Project)

    Handover

    Generally

    Invoice Module

        Invoice
        O Edit data in More Service

    Settings

    User accounts and roles

                 Agents
                   Users
                 Roles
        o Groups
                 Team

    Team begrensed

                 Customers
                   Companies
                 User groups
        Apps
                 Activate an app
                   AzureAD
                          • Configure Microsoft Portal (portal.azure.com)
                 Microsoft Teams App
                   More Service Sync
                          • Configuration of object types for sync service
                          · Linking objects from external providers to More Service

    Create connection between devices

    More Service Portal

                 Service messages (Settings)

    System map

                 Object types
                 Forms (Settings)

    Email setup

    Email templates

                 SPF - Allow More Service to send email on behalf of your own domain
        Service Desk (Settings)
                 Setup
                 Categories
                 Priority (Settings)
                 Case flow
                   Status (Settings)
                   Service Level (SL)
                 Case templates
                   FAQ (Frequently Asked Questions)
                   Download
                   Template tree structure

    Outlook

    Maintenance module

    Create a new scheduled task

    See your's and others' maintenance tasks

    Perform a task

        O To edit a checklist / form
        O To copy an existing form and edit it

    To retrieve a standard form that comes with MORE SERVICE

    Deviation report

    Change agent / scheduling on a task or delete

    Forms and approval of the immediate manager

    Integrations and APIs

  More Service Tips & Trix

    More Service Tips & Trix - Subtasks

    More Service Tips & Trix - Service messages

    More Service Tips & Trix - FAQ / Knowledge Base

        More Service Tips & Trix - Templates

    More Service Tips & Trix - Right Menu

    More Service Tips & Trix - Use user web

                 How to get users to take advantage of features in user web?
                 What can user web be used for?
                   Forms
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New FormsFAQs

- Service message
- Add links
- More Service Tips & Trix What is the System Map (CMDB)?
 What is the System Map (CMDB)?
 Why should we use the System Map (CMDB)?

 - Why service catalog in More Service?
 - Root cause
 - Disaster Recovery Plan Automatically
- More Service Tips & Trix Merge cases
 - Merge cases
- More Service Tips & Trix How to use standard status «Suggested solution»
 How to use standard status "Suggested solution"

 - The case will be resolved automatically
 «Suggested solution» email template.
- Asset Module

 - Add new assetShow CMDB objects in asset module
 - Update asset
- New Form Module
 - Edit form for More Service PortalForm approval by manager

 - Form Elements
 - AutocompleteButton

 - Checkbox Group
 - Date Field File Upload

 - Header
 - Hidden Input
 - Paragraph
 - Number
 - Radio Group
 - Select
 - Text Field
 - Text Area
 - User selector advanced

 - User selector simple
 Multiselect level "Form"
 - Form in More Service portal