

Features in the inbox

REGISTER

MERGE

ADD TO THE CASE

DELETE

Register

Select the case and click «Register» to register case, categorize and process the case.

Merge

Once you have selected a case, you can match it with a case that is registered and deals with the same issue. Select the case you want to merge with and click 'Merge'.

Add to the case

If a user only sends a reminder about a previously registered case under the "Latest user" tab, you can easily add the email as an email log in the registered case. Select the email you want to add to the case. Click the "Add to the Case" button. The case will show that it is updated with an email icon and an updated date.

Delete

You can also delete an incoming case, if it's spam.

ADD TO THE CASE

The screenshot displays the TMS inbox interface. At the top, there are four buttons: REGISTER (green), MERGE (grey), ADD TO THE CASE (blue), and DELETE (red). The main area is divided into two panels. The left panel, titled 'Inbox', shows a table with columns: RECEIVED, T., SUBJECT, USER, and DEPARTMENT. A single case is listed with the subject 'Feilmelding 4810958 - 0: 0'. Below the table, there is a form for case details, including fields for Subject, Username, Name, Customer, Email, CC, Phone, Type (set to 'Hurtigregistrering'), Attachments (set to 'None'), and Create as (set to 'Incident'). The right panel, titled 'LATEST', shows a list of recent events with timestamps and descriptions. At the bottom of the interface, there is a status bar with information about the current case, including the subject 'VS: Problem med en bruker som ikke ko Startet', priority '4-Medium', and a list of users involved.

RECEIVED	T.	SUBJECT	USER	DEPARTMENT
08.07.2019 12:22		Feilmelding 4810958 - 0: 0		

Subject: Feilmelding 4810958 - 0: 0

Username:

Name:

Customer:

Email:

CC:

Phone:

Type: Hurtigregistrering

Attachments: None

Create as: Incident

07/08/2019 12:08 - 48273 - TMS Error occurred ticket nr 4810958

07/05/2019 12:40 - 48255 - moreservice.com oppdateres med bilder fra TMS ver 8.0

07/05/2019 10:39 - 48250 - E-post i sammenslåtte saker.

07/04/2019 13:03 - 48232 - I rapportene er det veldig vanskelig å velge filteringsvalgene. Området man må...

07/04/2019 12:59 - 48231 - Feil under opprettelse av ny bruker fra saksregistreringsbildet i TMS 8.0.0

07/03/2019 08:18 - 48194 - Ser bare halv dialogboksen for objektovervåkings i TMS ver 8.0

07/01/2019 13:33 - 48161 - Utvikle veiviser for TMS Basic

07/01/2019 13:28 - 48160 - Bytte ut skjembilder på TMS film

07/01/2019 10:41 - 48153 - SLA Tjeneste rapport mangler ikon

07/01/2019 10:31 - 48150 - Saksflyt ebonding

06/26/2019 12:50 - 48076 - Rapport på hvor lenge en sak ligger på hvert team

06/26/2019 12:42 - 48074 - Innstillinger - Agent - Team bør kunne settes med en gang

06/26/2019 12:40 - 48073 - Opprette tekniker

06/26/2019 12:36 - 48072 - Saker bør da

06/25/2019 14:31 - 48052 - Oversikten i hovedbilde som viser antall saker har noe feilinformasjon slik at...

06/24/2019 14:03 - 48022 - Påloggingsproblemer? - TMS Error occurred ticket nr 4792268

<http://webadmin.tmsportal.no/Log2.aspx?code=0&user=0&id=4810958>

VS: Problem med en bruker som ikke ko Startet 4-Medium 14.03.19 10:42 15.05.19 10:43 Arild Bohn 1. Line Gunn Garvik 11149 - Multiconsul Brukerstette