

Tasks tab / subtasks

DESCRIPTION ATTACHMENTS (0) **TASKS (0)** RELATED CASES (0) MERGED CASES (0) FORM (0) EXTRA OUTLOOK

Tasks can be used to break up the case in assignments or to keep track of tasks to be done in the case. Tasks can be assigned to other technicians than the one who is responsible for the case.

When a task is created, the assigned agent will get an email about the assigned task.

The assigned agent will create worklog, and Access status of his/her tasks. The tasks are displayed in the agent's panel of scheduled tasks (Show Tasks) in the overview.

Task
X

Subject Order Server

Description

T B I U

Start	01/13/2020 16:27	Exit	01/13/2020 16:27
Agent	Gunn Garvik		
Team	1. linje		
Status	Not started		
Object search			
Email agent	<input type="checkbox"/>		

[NEW WORK LOG](#)

Registered	Description	Agent	Sharing	Time Spent
<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="background-color: #008000; color: white; padding: 5px 10px; border-radius: 10px;">SAVE</div> <div style="background-color: #008000; color: white; padding: 5px 10px; border-radius: 10px;">SAVE AND CLOSE</div> <div style="background-color: #add8e6; padding: 5px 10px; border-radius: 10px;">DELETE</div> </div>				

By tapping the View button at the top right of the overview window and selecting "Show Tasks", they will be visible for agent in the overview. Here are all subtasks, maintenance- and project tasks.

Settings

☐ Show tasks

Right menu

SHOW / HIDE

- ☐ Inbox
- ☐ Monitoring
- ☒ Change Log
- ☒ Service message
- ☒ Last opened
- ☒ Planned Task
- ☒ Agent Status
- ☒ My cases
- ☐ Object Status
- ☒ Customer / operating unit status

Customer Category

The taskbar is located under the case list under your overview.
NB! It's only here that you see tasks assigned to you.

SERVICE DESK

CMDB

MAINTENANCE

PROJECT

SETTINGS

Overview

Problems

Changes

FAQ

Reports

Admin

+ NEW CASE

(3) INBOX

(0) MONITORING

NEW CHANGE LOG

Number of: 11 (Total: 36)

Actions

Drag column here to group

	Case ID	Type	Subject	Status	Priority	Received	Updated	User	Team	Agent	Icon	
<input type="checkbox"/>	5830	<div>I</div>	spørreundersøkelser	Startet		10.12.19 14:08	16.12.19 09:13	Ronny Michelsen	1. linje	1. linje	<div></div>	
<input type="checkbox"/>	5828	<div>I</div>	Test på brukerportalinnlogging	ikke startet	<div>Medium</div>	10.12.19 12:41	10.12.19 12:48	Heidi Johannessen	1. linje	Gunn Garvik	<div></div>	
<input type="checkbox"/>	5822	<div>I</div>	Feil på share point	ikke startet	<div>Medium</div>	18.11.19 09:56	09.12.19 09:35	Gunn Garvik	1. linje	1. linje	<div>★</div>	
<input type="checkbox"/>	5821	<div>I</div>	More Service er nå oppgradert til 8.1 / M	ikke startet	<div>Medium</div>	06.11.19 17:57	18.11.19 09:56	Gunn Garvik	1. linje	1. linje	<div>★</div>	
<input type="checkbox"/>	5820	<div>I</div>	Re: 5804 - Forespørsel Krogsvæn	ikke startet	<div>Medium</div>	31.10.19 08:23	14.11.19 12:56	Gunn Garvik	1. linje	Gunn Garvik	<div>★</div>	
<input type="checkbox"/>	5809	<div>I</div>	Får ikke skrevet ut	Startet	<div>Medium</div>	05.11.19 08:44	05.11.19 09:18	Gunn Garvik	1. linje	Gunn Garvik	<div>★</div>	
<input type="checkbox"/>	5806	<div>I</div>	Feil i utfylling på karakter	ikke startet		01.11.19 10:44	05.11.19 09:17	Gunn Garvik	1. linje	1. linje	<div>★</div>	<div></div>
<input type="checkbox"/>	5799	<div>C</div>	Får ikke kontert i regnskap	ikke startet	<div>Medium</div>	22.10.19 11:03	01.11.19 10:46	Gunn Garvik	1. linje	Gunn Garvik	<div>★</div>	
<input type="checkbox"/>	5796	<div>I</div>	Utan cat	ikke startet		16.10.19 13:59	01.11.19 10:46	Gunn Garvik	1. linje	1. linje	<div>★</div>	
<input type="checkbox"/>	5794	<div>I</div>	Subject 2	ikke startet		16.10.19 13:57	01.11.19 10:45	Gunn Garvik	1. linje	1. linje	<div>★</div>	
<input type="checkbox"/>	5793	<div>I</div>	Test T.O.	ikke startet		16.10.19 12:35	01.11.19 10:45	Gunn Garvik	1. linje	1. linje	<div>★</div>	

Number of: 80												
Drag column here to group												
Id		Subject		Status	Object		Agent		Start date	End Date		
Case: 5829 - 196		konsulent		Ikke startet			Gunn Garvik		13.01.20 16:06	13.01.20 16:06		

In the overview, the number of solved tasks and the total number of tasks are displayed in the "Task Status" column:

Actions												
Drag column here to group												
Case ID	Type	Subject	Status	Priority	Tasks	Received	Updated					
5830	I	spørreundersøkelser	Startet		0/0	10.12.19 14:08	16.12.19 09:13					
5828	I	Test på brukerportalinnlogging	Ikke startet	Medium	0/1	10.12.19 12:41	13.01.20 16:28					
5822	I	Feil på share point	Ikke startet	Medium	0/0	18.11.19 09:56	09.12.19 09:35					
5821	I	More Service er nå oppgradert til 8.1	Ikke startet	Medium	0/0	06.11.19 17:57	18.11.19 09:56					
5820	I	Re: 5804 - Forespørsel Krogsvæn	Ikke startet	Medium	0/0	31.10.19 08:23	14.11.19 12:56					
5809	I	Får ikke skrevet ut	Startet	Medium	0/0	05.11.19 08:44	05.11.19 09:18					
5806	I	Feil i utfylling på karakter	Ikke startet		0/0	01.11.19 10:44	05.11.19 09:17					
5799	C	Får ikke kontert i regnskap	Ikke startet	Medium	0/0	22.10.19 11:03	01.11.19 10:46					
5796	I	Utan cat	Ikke startet		0/0	16.10.19 13:59	01.11.19 10:46					
5794	I	Subject 2	Ikke startet		0/0	16.10.19 13:57	01.11.19 10:45					
5793	I	Test T.O.	Ikke startet		0/0	16.10.19 12:35	01.11.19 10:45					

In the right menu you get an overview of the number of tasks per agent and you can see which tasks have the status "Started":

Planned tasks	
Amer Sisic	80
Anders Hilmarsen	79
Anders Molstad	80
Andreas Villand	79
Anne.hanne Hansen	80
Bjørn Erik Schou	80
Daqfinn Martinussen Martinussen	79