

Status

Default More Service Statuses: Not Started, Started, Resolved, Awaiting, Remains unsolved, Proposed solution.
Under «Admin» tab you can manage, change and create new statuses.

Define status of the case and using this actively also gives great value to a customer who wishes to follow the progress of the case from user web.

Status = Solved / Remains unsolved: When the case is completed, the status is set to «Resolved» or «Remains unresolved».
When one of these statuses are selected, the email to user will automatically be ticked so that users receive a feedback that the case is resolved. If a user sends an email back to the case, the case will be opened again and an email icon will appear indicating that an answer has been received.