

Templates

Templates are used to automatically fill in fields in a case or in quick registration form. This way you can save time by creating templates for the repeated Service.

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.

I 4

Testcase from More Service Portal -

User	John Doe (johndoe) - 12323434 - 98877665 - Technet		
Templates	▼	Affec	
Category		Priori	
Object search	Bestilling Brukeradministrasjon Legge til en e-postkonto i Outlook 2016 på PC Print error Problemer med applikasjon Utskriftfeil		
DESCRIPTION		ELATE	

Using «Quick Registration», templates can be used from the drop down menu in the «Quick Registration» screen.

When choosing a template, the template will only add text and do not overwrite what is already in the description field.