

Frequently Asked Questions in More Service

FAQ is the knowledge base in More Service. FAQ has 2 types of knowledge articles:

- FAQ (Frequently Asked Questions, these are published on user web) - Known errors (available only to agents)

Create a new FAQ from a case

When you find a good solution which users and / or other agents can benefit from, it's a good idea to create a new knowledge article. You can easily do this by using "Create FAQ from this Work log" icon in the work log.



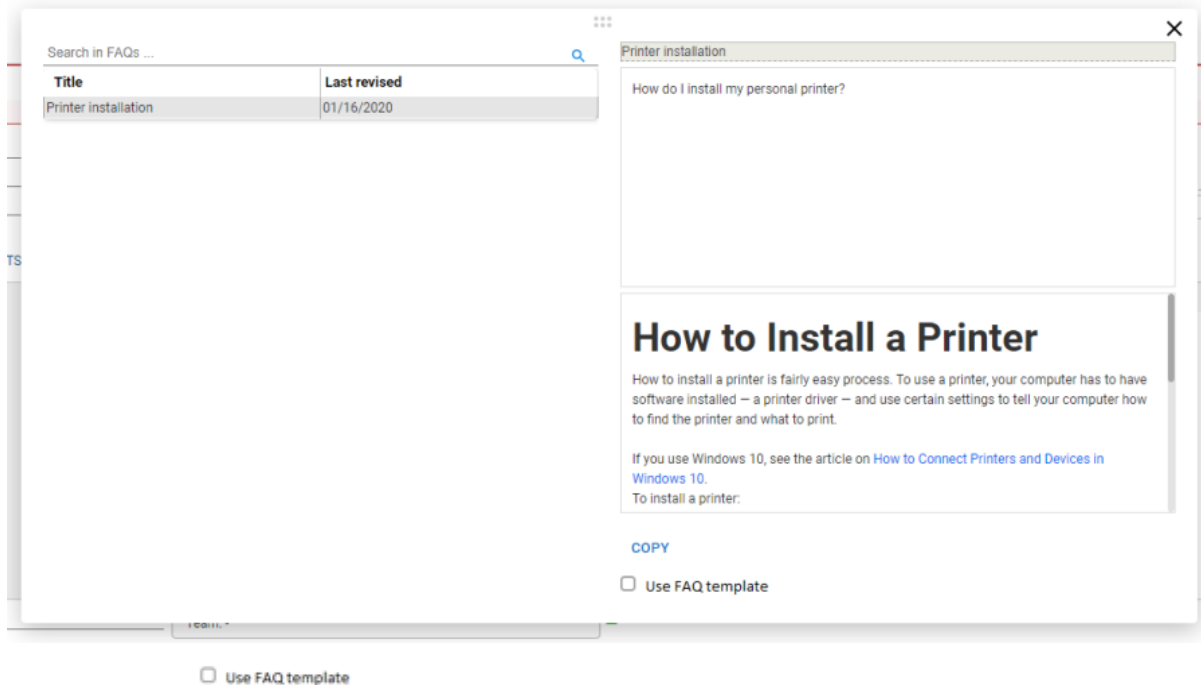
Subject, Description, and Solution from the case are included in the article and an email is sent to Knowledge Manager that a proposal for new article has been registered (if the role is defined). Knowledge Manager must publish the article before it becomes visible for users and agents. If no Knowledge Manager is defined, the article will be published automatically.

Use FAQ to solve a case

When you register a new case, and the System Map (CMDB) object matches a knowledge article, the question icon on the Subject field goes red.



Click the question icon to get a solution suggestion and choose a solution. - From here you can use the "Copy" button or close the window. - When you copy the solution to the case, the text from the knowledge article answer field is added to the case's solution field. If you do not have text in the subject and description field of the case, "Copy" will fill in these fields as well. You can click on the question icon to search for solutions at any time.



If you choose to use a template with the case description field will be added to the bottom of the email.

Questions and Answers to UserWeb

From the menu, users have access to the most popular questions-and-answers. In questions-and-answers, users can search for relevant information to solve

his/her own matter. Top 5 and Last 5 appear at the top of the view, then all questions-and-answers.

The screenshot displays the Technet user interface. At the top, there is a header with the Technet logo and a background image of a smiling woman wearing a headset. Below the header, the main content area is titled "Questions And Answers". On the left side, there is a navigation menu with the following items: "Gunn Garvik (Technet system)", "Navigation", "Start", "New case", "Cases", "Order", "Questions And Answers" (highlighted with a red box), "Change password", "Log out", "Links", "Outlook App", and "hurtigtaster i nettleser". The main content area features a search bar with the text "Search Questions and Answers" and a blue "Search" button. Below the search bar, there are two sections: "Top 5" and "5 most recently used". Both sections list three items: "Import av e-postadresser", "test av bilde i OSS", and "Skriver virker ikke". At the bottom of the "5 most recently used" section, there is a blue button that says "Click here to see all Questions and Answers".

technet

Gunn Garvik
(Technet system)

Navigation

- Start
- New case
- Cases
- Order
- Questions And Answers**
- Change password
- Log out

Links

- Outlook App
- hurtigtaster i nettleser

Questions And Answers

Search Questions and Answers

Search

Top 5

- Import av e-postadresser
- test av bilde i OSS
- Skriver virker ikke

5 most recently used

- Import av e-postadresser
- Skriver virker ikke
- test av bilde i OSS

Click here to see all Questions and Answers

A user can help himself by using "questions-and-answers", so that Service Desk can focus on other cases.



Gunn Garvik ▾
(Technet system)

Navigation

[Start](#)

[New case](#)

[Cases](#)

[Order](#)

[Questions And Answers](#)

[Change password](#)

[Log out](#)

Links

[Outlook App](#)

[hurtigtaster i nettleser](#)

Questions and Answers

Printer is not working

Question:

Printer is not working.

Answer:

Maybe you must install your personal printer once more.

How to Install a Printer

How to install a printer is fairly easy process. To use a printer, your computer has to
If you use Windows 10, see the article on [How to Connect Printers and Devices in Wi](#)
To install a printer:

1Read the instructions that came with the printer.

Some printers require that you install software before connecting them, but you can

2Turn on your computer and then follow one of these option, as

If your printer is a Plug and Play device, connect it and power it on; Windows installs
Insert the disk that came with the device and follow the on-screen instructions.

✓ [This solved the problem](#)

✗ [This did not solve the problem](#)

When a user registers a new case (and the setting is enabled), More Service will present possible solutions based on the text in the Subject field. From here, users can choose to register the case if the suggestions do not solve the problem.
It is registered as a viewed article when: - when a user presses "This solved the problem", it will be registered as "Helped."

If the user presses "This did not solve the problem", it will be recorded as "Not helped"

Keywords are saved, the number and which FAQs that were detected.

- The counters helped / shown / not helped can be found in "Service Desk" "FAQ".
- The search teller appears in agent web "Service Desk" -> "Reports" -> "FAQ" Here you can also see how many times the article has been shown.

FAQ tab under Service Desk tab

Here are all the FAQs with status *Published* and *Suggestions*.

All agents can create new knowledge articles from here. If a knowledge manager is defined, he/she must publish the article before it becomes visible.

FAQ from Admin tab

The administrator in More Service has access to the «FAQ» tab under «Servicedesk»-> «Admin». Here are all knowledge articles and the "Show only suggestions" button makes it easy to review new articles to be published.

Articles have a field for expiration date. The default expiry date is set 1 year in advance. Here the knowledge manager can also choose the date. When the time expires, the publication becomes inactive and the article will get status «Suggestions», it is no longer visible.

SEARCH NEW KNOWLEDGE ARTICLE SHOW ONLY PROPOSALS									
ID	Type	Title	Status	Object	Created by	Created	Expires	Updated	View
2	FAQ	Printer installation	Published	Local printer	Admin Admin	16/01/20 11:59	16/01/25	16/01/20 11:59	0
1	FAQ	Add an email account in Outlook 2016 on PC	Published	Office 365	Default User	08/01/20 20:44	08/01/21	09/01/20 12:31	0

Admin settings for FAQ

Under the «Admin» > «Setup» > "Roles"-tab, a knowledge manager can be defined. The tasks of the role are to ensure that published articles are relevant and set up according to the organization's template. Once this role is defined, an email will be sent when new articles are created. New articles get status «*Suggestion*» and knowledge manager can quality assure the content and then publish the article.

If no knowledge manager is defined, all articles will be published automatically, without quality assurance.

Roles

Problem Manager		
Trond Lykken	▼	UPDATE
Service Manager		
Ronny Michelsen	▼	UPDATE
Knowledge Manager		
Ronny Michelsen	▼	UPDATE
CMDB responsible		
Gunn Garvik	▼	UPDATE
Change Manager		
Gunn Garvik	▼	UPDATE
Change Manager		
Ronny Michelsen	▼	UPDATE
Project Administrator		
Ronny Michelsen	▼	UPDATE

Under the section " Setup " "Setting per. User Group "(New case, Filter & FAQ) will be set up if user should get suggestions for new file registration and whether the section with all FAQs should be shown.

More Service Portal Settings

SETTINGS BY OPERATING UNIT	(Appearance, callout and feedback function)
SETTINGS BY CUSTOMER	(New case, filter & FAQ)
SHARED SETTINGS	(Menu Links)
FORMS	

More Service Portal - New case, filter & FAQ ×

☐ Apply the settings to all customers

10153 - HG Eiendom
10184 - Austrheim Larvik
10209 - Larvik Håndballklubb
10340 - Larvik Trykkluft
10362 - Larvik HMS
10369-FK Tønsberg
10371 - Tanker Services AS
10371-DHtankers
10374 - Nevlnghavn Bakeri og Conditori
10401 - Prosjektkompetanse
10425 - Yes! vi leker
10455 - Laud Media AS

- ☒ Show business open cases
- ☒ Show the business' solved cases
- ☒ Show the user's open cases
- ☒ Show user's solved cases
- ☒ Show FAQ suggestions when the user creates cases
- ☒ Show the section with all FAQs
- ☒ Show services
 - ☒ Dropdown ☐ TypeAhead
- ☒ Show categories
- ☐ Show additional fields for contact information

SAVE

SAVE AND CLOSE

More Service Portal - New case, filter & FAQ ×

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