

10.2.2

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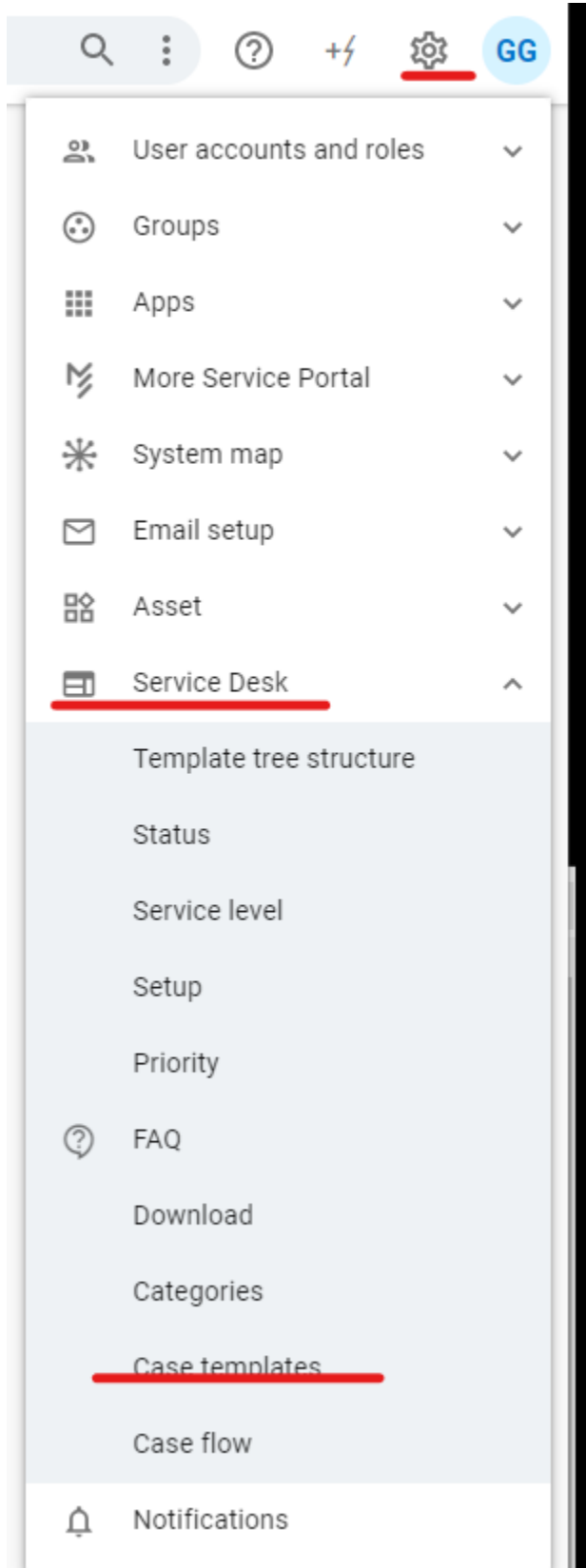
New Features:

Sequential tasks

- It is now possible to create subtasks in a case template on sequential and simple tasks.
- Repetitive tasks can be created on a case template. When set to sequential, the task will be created on the agent selected first.
- An e-mail is sent to the Agent.
- When the first task has been completed, an e-mail is sent to the next agent who will carry out task no. 2, etc
- The order of the task can be changed on the created tasks, both in the case template and when you create the case with the template.

Here's how you do it!

Go to.



- Enter a subtask in the case template
- Add the agent that will perform the task.
- Choose "Add task" fill in
- Teams are currently not supported.
- Turn on the switch for the task to be sequential.

NameChangeStandard Change

Case template

Task

SubjectRegister domain user

DescriptionOpprettelse av domene bruker med

AgentGunn GarvikTeamIT-support

StatusNot startedObjectSequential

DELETESAVESAVE AND CLOSE

CategoryAccessAffectsUserPriorityHighStatusNot started

Object

☒ Email user☒ Standard Change☐ Applies to all operating units

ADD TASK

Sequential tasks

Subject	Order #	Change order
Register domain user	1	^ v
Register as a user in Visma accounts	2	^ v
Register as a user in OF365	3	^ v
Create user on Hubspot	4	^ v

Standard tasks

Subject

Order hardware

SAVEDELETECANCEL

- In servicedeskview
- On 3 dots
- Choose "show tasks"
- The tasks appear in the servicedeskview image "tasks".

Service Desk

System map

Asset

Project

Case search ...

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Cases

CASES FOR ME OR MY TE...

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Case ID	Type	Subject	Customer	User	Status	Priority	Category	Updated	Team	Agent	Rec
1163	🔒	[Access new employee]	Topp tur	Alfie Andersen	Not started	High	Access	2022-11-01 13:51	IT-support	Gunn Garvik	2022
1162	🔒	test av skade sak	Color Line	Hanne Hansen	Not started			2022-10-27 16:44	IT-support	IT-support	2022
1161	🔒	feil på sak	Color Line	Anne Hansen	Not started		Feil	2022-10-31 10:08	2. linje	2. linje	2022
1157	🔒	test av innboks på laptop	Technet	gunn garvik	Started	Medium	Applikasjon	2022-10-27 12:11	Planlagte saker	Planlagte saker	2022
1135	🔒	Feil på headsett	Technet	gunn garvik	Not started	Medium	Feil	2022-10-11 13:47	IT-support	Gunn Garvik	2022

Number: 5, Open cases: 24

Tasks

DEFAULT SETUP

Id	Subject	Status	Object	Agent	Start date	End Date	Type
Case: 1163-172	Register domain user	Ikke startet		Gunn Garvik	2022-11-01 13:50	2022-11-01 13:50	Request task, sequential
Case: 1163-173	Register as a user in Viamia accounts	Venter på bruker		Gunn Garvik	2022-11-01 13:50	2022-11-01 13:50	Request task, sequential
Case: 1163-174	Register as a user in OF365	Venter på bruker		Gunn Garvik	2022-11-01 13:50	2022-11-01 13:50	Request task, sequential
Case: 1163-175	Create user on Hubspot	Venter på bruker		Gunn Garvik	2022-11-01 13:50	2022-11-01 13:50	Request task, sequential

Number: 4

Possibilities to integrate with another More Service database's user portal

- If you have two More Service databases, one for IT and one for HR, the two selfservice portal can be integrated and show endusers cases, order forms and FAQs from both databases.

This assumes that the end user is registered in both databases.

Please take contact to More Service team for futher information and configuration.

Fixes

- Introduced Elastic seach for searches in the knowledge database (OSS) from the case
- Fixed email template for FAQ search