

# Form approval by manager

It is possible to add form flow control in the new form module. An email with a link to approval is sent to the manager. Manager is set in the user's settings in More Service Agent Portal. When the manager has approved the form it is sent to the Inbox in More Service Agentportal.

Open the form editor and create a new form or edit an existing. Click cllik and save the Form.

Following will show

Edit form - Order Printer

Form Name

Order Printer

Select print

Select

Option 1

SUBMIT

UPDATE

SETTINGS

COPY

CONFIGURE TWO-LEVEL SELECT ITEM

Choose settings to configure flow

Form Name

Order Printer

Select print

Select

Option 1

SUBMIT

UPDATE

SETTINGS

COPY

CONFIGURE TWO-LEVEL SELECT ITEM

Order Printer - Settings

Access Information

Operating unit

?

☒

All

?

☐

Selected customers

?

☐

Form flow

Case type

Service Request

Use form approval flow

?

☒

Register the form to an agent or team

?

☒

2. linje

Register the form in the inbox

?

☐

Additional settings for the form

Use as default when registering a case.

?

☐

Position

0

SAVE

An email will be sent to the manager for approval before the form is sent to More Service Portal. ([How to set up manager](#))

The manager must open the link in the email and approve the form:

## Forespørsel om godkjenning av skjema

Du har mottatt en forespørsel om å godkjenne det vedlagte skjemaet.

Skjemaet er sendt inn av brukeren

Test Testesen (Telefon: 12345678, E-post: tms02@technet.no)

Link: [https://demo.moreservice.com/Userweb/FormApproval.aspx?\\_g=0ab1bde8-4f42-4ab8-af16-fa71adc5dc4f](https://demo.moreservice.com/Userweb/FormApproval.aspx?_g=0ab1bde8-4f42-4ab8-af16-fa71adc5dc4f)

The manager can [approve](#) or [decline](#) the form. The manager can add a comment or edit the form content.

### Form Approval

Add Comment

Approve

Decline

Autocomplete

Order new laptop

The manager approves the form:

## The form is approved

Autocomplete

An email is sent to the user.

# Skjemaet er godkjent

Innsendt: 18.08.2020 12.10

Skjemanavn: Order new laptop

Kommentar fra nærmeste leder:

Skjema godkjennes.

The form is sent to More Service Portal Inbox or a team for further handling.

Inbox					LATEST
Received	Type	Subject	User	Department	
2020-08-20 10:...	✉	Godkjent - Order new laptop	Test Testesen		2020-08-18 13:15 - 13 - Test
2020-08-20 09:24	✉	More Service er nå oppgradert til 8.4.7 / MoreService is n...			2020-08-18 13:13 - 12 - Test
2020-08-18 13:15	✉	Undelivered Mail Returned to Sender			2020-08-18 12:02 - 11 - Godkjent - Order new laptop
2020-08-18 12:10	✉	Godkjent - Order new laptop	Test Testesen		2020-08-06 12:25 - 10 - Test
2020-08-18 12:09	✉	Godkjent - Order new laptop	Test Testesen		2020-08-04 13:35 - 9 - Test
2020-08-18 10:56	✉	Order new laptop	Test Testesen		2020-08-04 13:18 - 8 - Order new laptop
2020-08-18 10:51	✉	Order new laptop	Test Testesen		2020-07-02 12:15 - 7 - Skjematittel
2020-08-18 10:49	✉	Order new laptop	Test Testesen		2020-07-02 12:14 - 6 - Skjematittel
2020-08-06 12:58	✉	Test	John Doe		2020-06-30 11:47 - 5 - Skjematittel
					2020-06-18 12:14 - 3 - Printer restarted by itself

Subject	Godkjent - Order new laptop				
Username	Test1				
Name	Test Testesen				
Customer					
Email	flr@technet.no				
CC					
Phone	12345678				
Type	Brukerweb				
Attachments	None				
Create as	Incident				

Kommentar fra: Leder Ledersen

The case is registered. The form is included in the case under FORM

0\*

Godkjent - Order new laptop

User

Test Testesen (Test1) - 12345678 - Food deliveries

Templates

Category

Object search

Affects

Priority

SL Type

Start within

Consume

Solved within

Consume

0%

0%

DESCRIPTION

ATTACHMENTS (0)

TASKS (0)

RELATED CASES (0)

MERGED CASES (0)

FORM (1)

EXTRA

OUTLOOK

Kommentar fra: Leder Ledersen

Registered	Description	Agent	Time Spent
2020-08-20 10:25	Received (From the More Service Portal)	TMS	00:00



## User Form

Autocomplete

option-2

The manager declines the form:

The form has been declined

Autocomplete

I need a new laptop.

An email with comments is sent to the user:

## Skjemaet er ikke godkjent

**Innsendt:** 18.08.2020 12.07

**Skjemanavn:** Order new laptop

**Kommentar fra nærmeste leder:**

The form is not sent to More Service Portal.

**Add manager:**

**If you use More Service Discovery and manager is defined there in Active Directory/Azure AD, this will be defined automatically. To manually set up manager, follow the steps below.**

Manager is set in the user's setup in More Service Portal:

