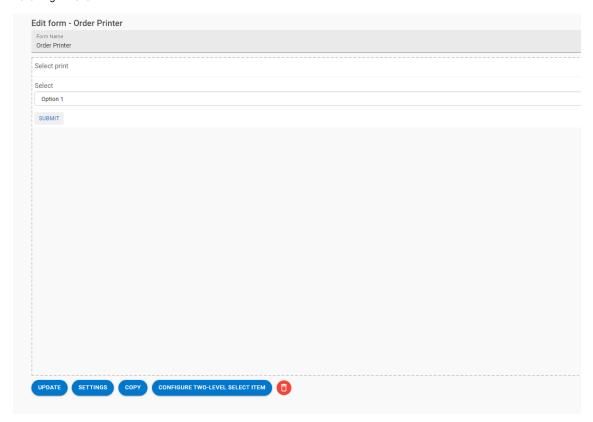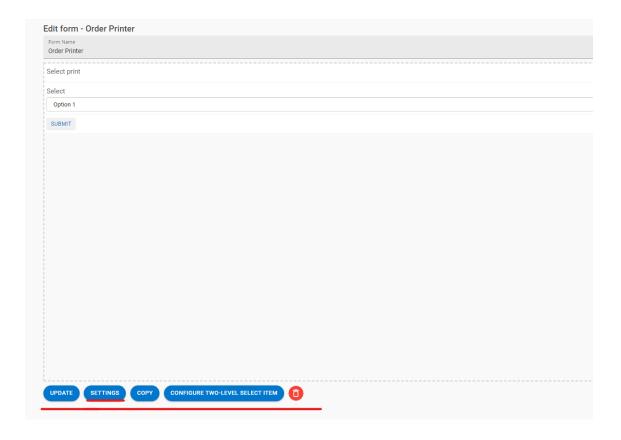# Form approval by manager

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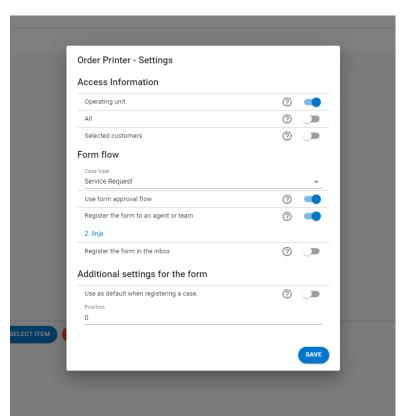
Open the form editor and create a new form or edit an existing. Click cllik and save the Form.

Following will show

Choose settings to configure flow

Edit form - Order Printer

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   ⑦ ⚫

All   ⑦ ⚪

Selected customers   ⑦ ⚪

Form flow

Case type
Service Request   ▼

Use form approval flow   ⑦ ⚫

Register the form to an agent or team   ⑦ ⚫

2. linje

Register the form in the inbox   ⑦ ⚪

Additional settings for the form

Use as default when registering a case.   ⑦ ⚪

Position
0

SAVE

SELECT ITEM

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:
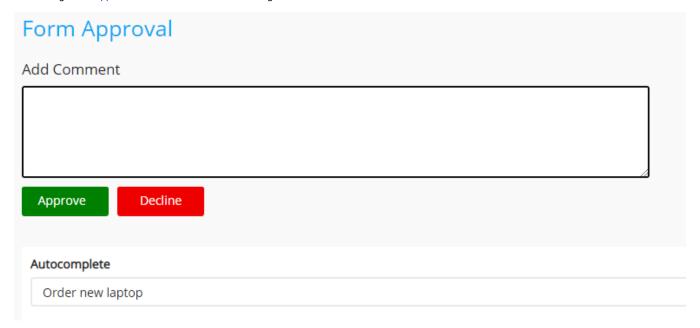
Forespørsel om godkjenning av skjema

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

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

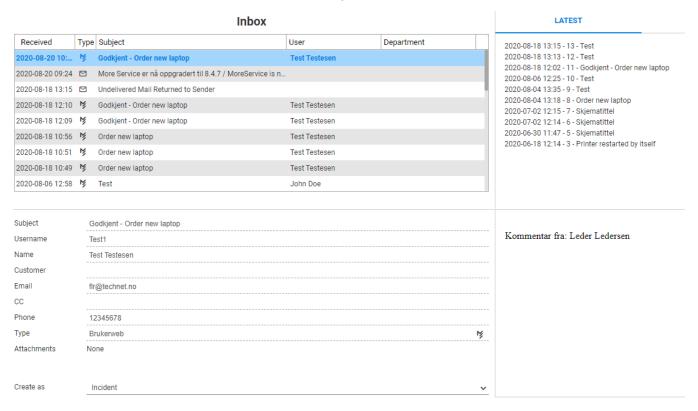**The manager approves the form:**

The form is approved

Autocomplete

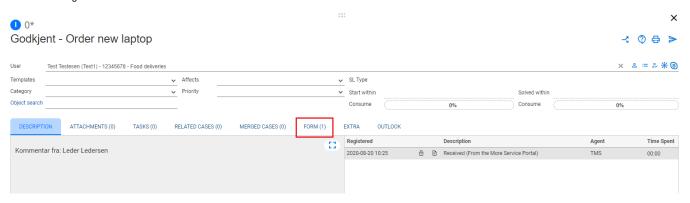An email is sent to the user.

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

Received	Type	Subject	User	Department
2020-08-20 10:...		Godkjent - Order new laptop	Test Testesen	
2020-08-20 09:24	✉	More Service er nå oppgradert til 8.4.7 / MoreService is n...		
2020-08-18 13:15	✉	Undelivered Mail Returned to Sender		
2020-08-18 12:10		Godkjent - Order new laptop	Test Testesen	
2020-08-18 12:09		Godkjent - Order new laptop	Test Testesen	
2020-08-18 10:56		Order new laptop	Test Testesen	
2020-08-18 10:51		Order new laptop	Test Testesen	
2020-08-18 10:49		Order new laptop	Test Testesen	
2020-08-06 12:58		Test	John Doe	

LATEST

2020-08-18 13:15 - 13 - Test
2020-08-18 13:13 - 12 - Test
2020-08-18 12:02 - 11 - Godkjent - Order new laptop
2020-08-06 12:25 - 10 - Test
2020-08-04 13:35 - 9 - Test
2020-08-04 13:18 - 8 - Order new laptop
2020-07-02 12:15 - 7 - Skjematittel
2020-07-02 12:14 - 6 - Skjematittel
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 registrered. The form is included in the case under FORM

① 0*
Godkjent - Order new laptop

User	Test Testesen (Test1) - 12345678 - Food deliveries			
Templates		Affects		SL Type
Category		Priority		Start within	Solved within
Object search				Consume 0%	Consume 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.

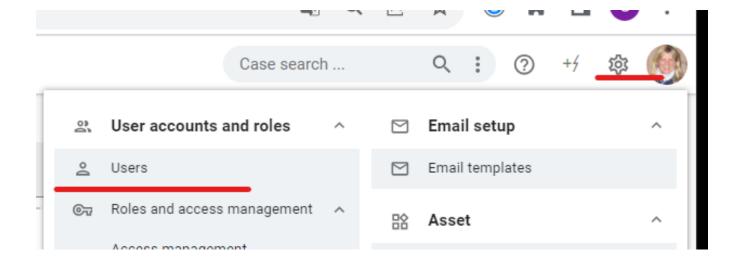An email with comments is sent to the user:

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 Serivce Portal:

Seach the manager and fill it in.