

8.9.0

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Features

New settings page for More Service teams

[Settings](#) [Groups](#) [Teams](#)

The settings page for teams has been completely overhauled.

You now have the option to set notifications for "Selected agents only", "All agents" or "Team email".

 Case search ...      

Team

[+ NEW TEAM](#)

1-2. linje support Operating unit: Outsourcing Email: moreservice1@moreservice.com	
1. Linje Operating unit: System Email: moreservice2@moreservice.com	
3. linje support Operating unit: Outsourcing Email: moreservice3@moreservice.com	
Dev Operating unit: System Email: moreservice4@moreservice.com	
Team servicedesk Operating unit: System Email:	

☐ Include deleted [EXPORT TO EXCEL](#) 



Include deleted

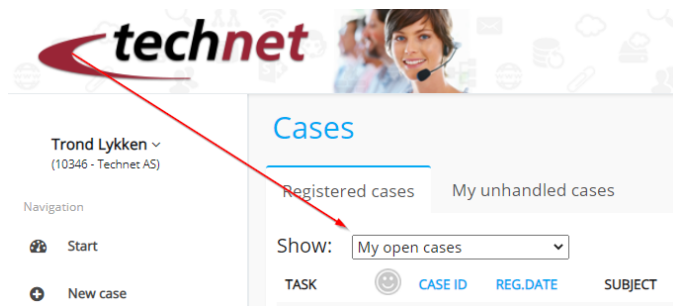
EXPORT TO EXCEL



Open cases are shown to users by default

More Service Portal Cases

In the More Service Portal, "My open cases" are now shown as default.



Create agent from a user

Settings User accounts & Roles Users

You can now create a corresponding agent from a user in More Service.

The image shows two side-by-side screenshots of the 'Create agent from a user' form. The left screenshot shows the 'User' form, and the right screenshot shows the 'Agent' form. Both forms have a 'Name' field, a 'Username' field, an 'Email' field, a 'Phone' field, a 'Mobile phone' field, a 'Customer search' field, a 'Customer' dropdown, a 'Manager' dropdown, an 'Employee No' field, and an 'Other' section with 'Invoice' and 'VIP' checkboxes. The 'Agent' form also has a 'Language' dropdown, a 'Department' dropdown, a 'Default team' dropdown, a 'Search team' dropdown, a 'User rights' dropdown, a 'Search role' dropdown, and a 'Company' dropdown. Both forms have a 'More' section with 'EXCHANGE' and 'SIGNATURE' buttons. The 'User' form has a 'SAVE AND CLOSE' button, a 'SAVE' button, and a 'DELETE' button. The 'Agent' form has a 'CREATE AND CLOSE' button, a 'CREATE' button, and a 'DELETE' button.

Support for English translations of categories

Settings Service Desk Categories

A field for English translations has been added for categories.

+ NEW

ID	Name	Department	All	Show on user web
9	Bestilling	System	*	
			*	
			*	
			*	
			*	
			*	
			*	
			*	
			*	
			*	

Name
 Bestilling
✕

Name (English)
 Order
✕

Applies to all departments
☐

Applies to all incident types
☐

Show on user web
☒

Select

Department
 System
✕

Select

Incident type
 Tjeneste
✕

SAVE AND CLOSE
SAVE
DELETE

Support for English translations of priorities

Service Desk Overview

English translations were already available but did not show in Service Desk Overview. This has now been fixed.

Priority

High

[Service Desk](#)[System map](#)[Asset](#)[Maintenance](#)[+ NEW](#)

Level	Name
5	Avventer
1	Haster
2	Høy

Name

Høy

X

Name (English)

High

Select Level

2

▼

Select Color

Yellow

▼

SAVE AND CLOSE

SAVE

DELETE

1/6 av 7

New Approval statuses for the form module

Settings *Service Desk* *Status*

New statuses have been added that are hidden to the user before the new upcoming More Service Portal is implemented. They will be available for use if the form approval flow is activated.



Service Desk
System map
Asset
Maintenance

+ NEW

Name	Systemstatus	Waiting	Solved
Name Godkjent × Name (English) Approved × Type Waiting Solved Closed Proposal ☐ ☐ ☐ ☐ Applies to all departments Applies to all incident types ☐ ☐ Select ▼ Department System × Select ▼ Incident type Endring Tjeneste × × SAVE AND CLOSE SAVE DELETE			

Columns can now be reordered

Service Desk Overview

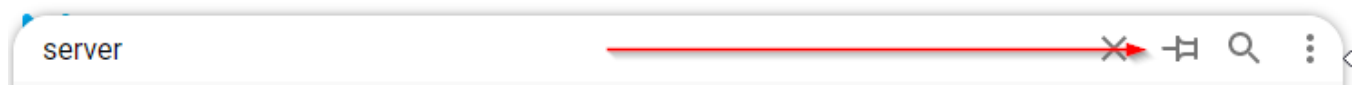
Reordering the columns in the case overview is now possible. You can drag and drop between the different columns to arrange it as you like.

Case ID	Type	☺	Prio...	Rece...
	▼		▼	▼

Pin the search dialog

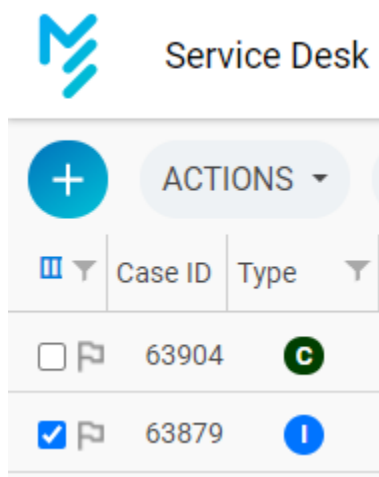
Top menu Search

A pin icon has been added to leave the search dialog open when clicking the search results.



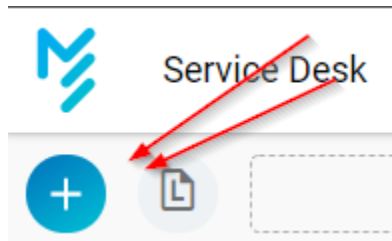
Actions are only shown after some rows are selected

Service Desk Overview



The Inbox and Alarm buttons are hidden if there are no alarms or incoming cases

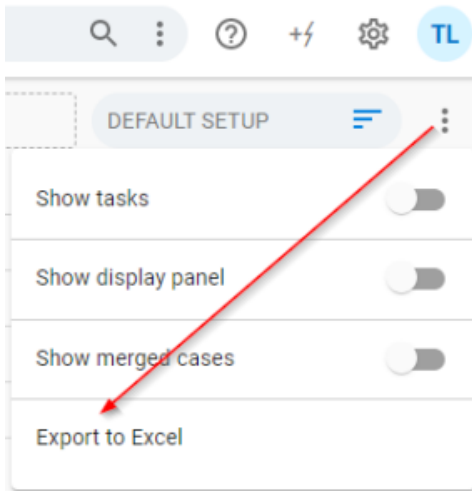
Service Desk Overview



Export to Excel is moved

Service Desk Overview

"Export to Excel" is moved from the action button to the button with the three dots.



Auto invoice

Settings Service Desk Case template

A checkbox is now available named "Auto invoice". This ensures that the case logs will be invoiced for cases using this template.

Case template

Incident type
Tjeneste ▼

Name
Malnavn [\$]

Description

Column1				

Log

Solution

Time consumption
00:00

☒ Auto invoice

Data dump (Excel dump)

Service desk Reports

- Column adjustments for the SLA columns
- Added "Department" as a new column. This contains the contents of the Active Directory property "Department".

Improvement

- When editing forms from the More Service Portal, the menus are no longer visible.

- Fix to ensure the same fonts are used across different browsers

Bugfix

- Fix for missing order forms on the More Service Portal.
- "Create as standard change" from the case types Incident, Service, or Access Requests- would fail in some cases.
- Agents that had a default team set, but did not belong to that team are now added.
- Settings Service desk SLA: Added scrollbar for clients with low resolution.