

9.0.0

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Feature

New case dialog

[See YouTube movie here]

34

Need to set up a new printer for Greta

SL Type:

Reported by

Greta Harbo

greta | 1111111 | Etop

×

✉

✕

⋮

Agent

Trond Lykken

Team: - | Operating unit: Standard

Details

Templates

▼

Affects

▼

Category

▼

Priority

▼

Object search

✕

Log

Description

Agent

Registered

Type

Time Spent

Registered

Trond Lykken

2021-05-07 10:00

00:00

Description

>>

⌕

⋮

Gretas old printer no longer works.

Set up a new printer at her office.

Tasks

+

▼

Connected cases

⋮

▼

Attachments

+

▼

Registered

2021-05-07 10:08

Revised

2021-05-07 10:08

Invisible

00:00 (00:00 from tasks)

Time Spent

00:00 (00:00 from tasks)

Updated

2021-05-07 10:08

Corresponding case id

-

Save and close

Save

Start a new session

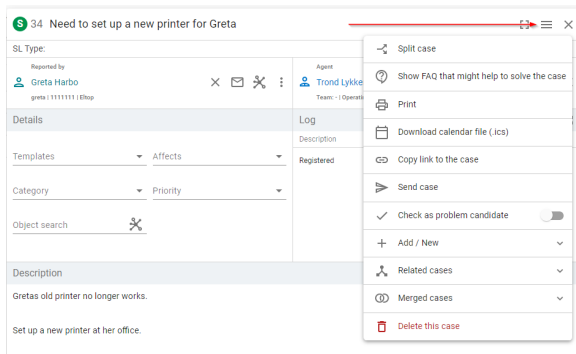
+

Add a new

Remove data

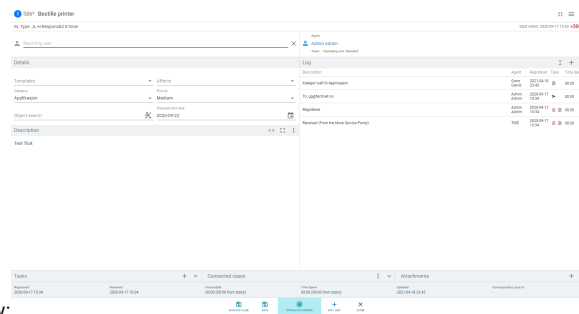
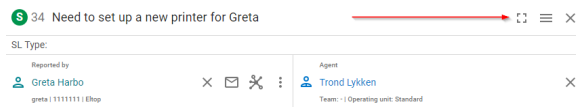
✖

New menu



Full screen Case view

Click the expand icon to start using the full screen view.

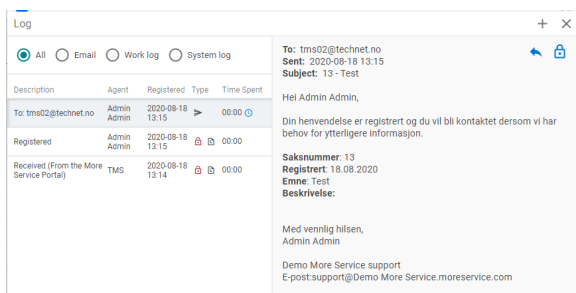


This is the full screen view:

Expanded case log view

[See YouTube movie here]

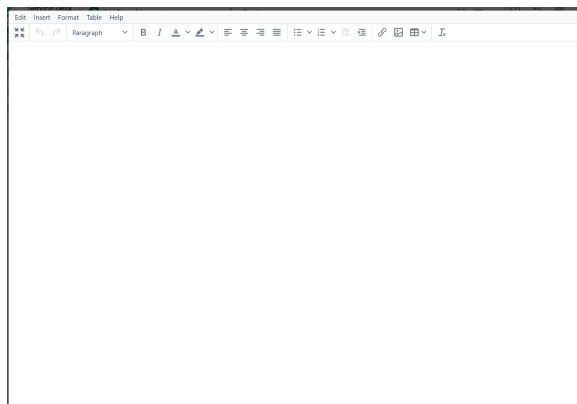
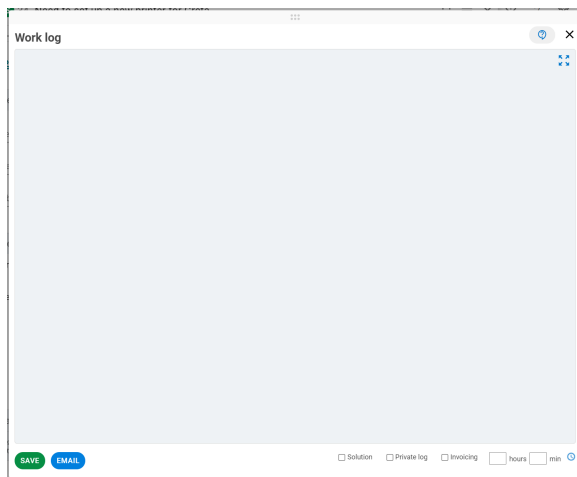
A new user interface is introduced for "Expand log" in 9.0. You can click the case log entries and display them to the right. You can also answer emails from this view.



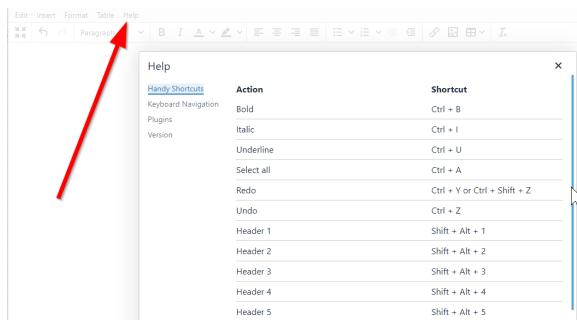
New worklog dialog

New worklog dialog with new texteditor

Click the expand icon in the top right corner to bring up the toolbar.



You can read about the advanced text editing features by clicking "Help" in the expanded mode.



New email dialog

New email dialog with new texteditor

Click the expand icon in the top right corner to bring up the toolbar.

Email

To: x.greta@top.no

Cc: BOC

Subject: 34 - Need to set up a new printer for Greta

Email template

Upload: Drag & drop files here, or click to select files

Existing

Hi,
We will set up your new printer on Monday.

Regards,
Trond Lykken
Technet AS

SAVE AND SEND **WORK LOG** **CANCEL**

☐ Solution ☐ Private log ☐ Invoicing hours min

Edit Insert Format Table Help

Paragraph

Hi,
We will set up your new printer on Monday.

Regards,
Trond Lykken
Technet AS

Feature to enable cases to be locked

New property can be set when creating a status.

Name

Name (English)

Type

Waiting	<input type="checkbox"/>
Solved	<input type="checkbox"/>
Closed	<input type="checkbox"/>
Proposal	<input type="checkbox"/>
Locked	<input type="checkbox"/>

Applies to all departments ☐

Applies to all incident types ☐

When this property is activated, cases with that status will be locked.

Warning! This case is locked. You cannot edit or change anything.

1276 Test

Reported by: Amer Payment Sslc
amerp10@gmail.com | 94033183 | amerpayment | Ba - Sla

Agent: Admin Admin
Team: - | Operating unit: Standard

Details		Log	
Templates	Priority	Description	Agent
Category	Planned start date	Status ended tra like started to looooo	Admin Admin
Object search		Registered	Admin Admin

Registered: 2021-04-23 10:21 | Time Spent: 00:00

Description

Enable locking cases after a given number of days

Enable locking cases after a given number of days.

Contact Technet to enable this feature.

Form administration in Agent Portal

The administration of forms is now moved to the Agent Portal.

Service Desk System map Asset Maintenance Project Case search...

Forms available

- ☒ Access to IT systems
- ☒ Order new phone
- ☒ Order new laptop
- ☐ Include deleted

Edit form

Access to IT systems

Name

Description

Department

Workplace

Is the workplace equipment

Does the equipment work

Defect equipment

Form controls: Autocomplete, Button, Checkbox group, Date field, File upload, Header, Hidden input, Number, Paragraph, Radio group, Select, Text field, Text area, Textbox associated

New notification settings admin page

Customers can activate / deactivate notifications.

There are 5 supported notifications for case now.

All case types are supported, some have less options (Problem and Change)

Service Desk System map Asset Maintenance Project Case search

Notifications

Cases

Choose case type and configure notifications

Operating unit: All

Incident

Configure notifications for case type Incident under

Priority has been updated

Notifications that are sent if priority has been changed.

Notify the agent / team of the case if changes have been made by an agent other than the one assigned to the case.

Category has been updated

Notifications that are sent if category has been changed.

Notify the agent / team of the case if changes have been made by an agent other than the one assigned to the case.

New email template for notifications

New email template for notifications, can be found under Settings Email setup Email templates.

The screenshot shows the 'Email setup' form in the Service Desk interface. The form includes fields for Department (Standard), Email type, Email template (Case notification), and Subject (Change in case with id [IncidentId]). A large text area contains a sample email body: 'There has been a change in the case with id [IncidentId]. Following has changed: [ActionChanged]. Change is done by [ActiveTechnician]. Link to case: [url]'. Below the text area is a 'Keywords' section with a list of tags: [ActiveTechnician], [IncidentId], [Subject], [Description], [Status], [Category], [Technician], [Registered], [Isolation], [History], [Username], [Affects], [Objects], [Priority], [Enduserfeedback], [Systems], [Attachments], [url], [UserWebUrl], [TopUserWebUrl], [BusinessName], [Customard], [url2], [ActionChanged]. A green 'SAVE' button is at the bottom left.

New Apps admin settings page

New Apps admin settings page is introduced

The screenshot shows the 'Active Apps' admin settings page for Microsoft Teams. The page has a sidebar with 'Microsoft Teams' selected. The main content area has tabs for 'Configuration', 'Description', and 'Change Log'. The 'Configuration' tab is active, showing settings for 'Operating unit' (Team), 'Language' (Preferred language), and 'Webhook url' (Webhook url from Teams). There is an 'ADD CONNECTION' button and a section for 'Existing connections' which currently shows 'No connections are found'. At the bottom right are 'CANCEL', 'SAVE', and 'SAVE AND CLOSE' buttons.

Export statuses to Excel

The screenshot shows a 'NEW' status page with a table of data. The table has columns for 'Status', 'Description', 'Created', 'Updated', 'Priority', and 'Assignee'. The table contains several rows of data. At the bottom right of the table, there is a blue button labeled 'EXPORT TO EXCEL'. A red arrow points to this button.

Improvement

Agent Portal Free text search

Searching in case work logs and emails is now supported.

Bugfix

Change and Problem logs priority changes now

Updates to "Priority" in "Change" and "Problem" is now recorded in the case log.