

# 9.0.0

Release date: 09 mai 2021

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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.11111111@top

Agent  
Trond Lykken  
Team: - (Operating with Standard)

Details

Log

Templates

Affects

Category

Priority

Object search

Description

Gretas old printer no longer works.  
Set up a new printer at her office.

Registered

2021-05-07 10:08

Trond Lykken

Registered

2021-05-07 10:08

00:00

Tasks

Connected cases

Attachments

Registered

2021-05-07 10:08

Received

2021-05-07 10:08

Unresolvable

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

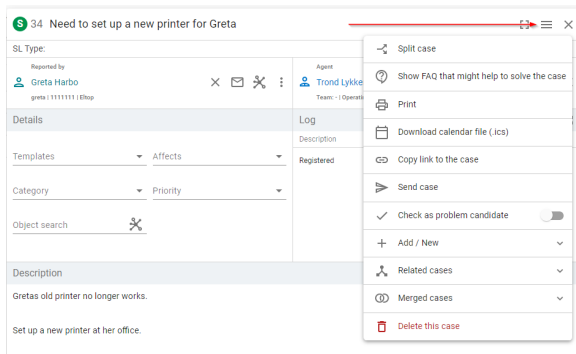
Back

Status and Summary

Add New

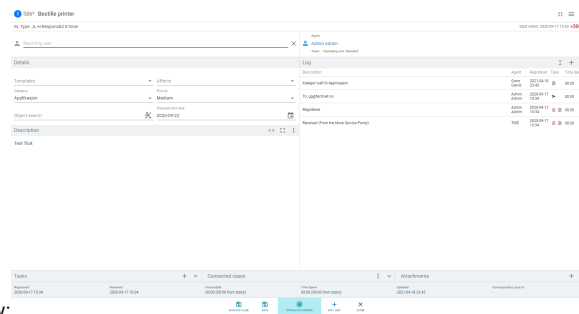
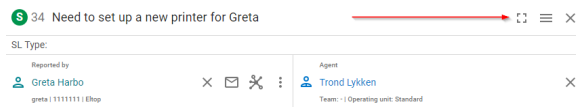
Refresh Data

### New menu



## Full screen Case view

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

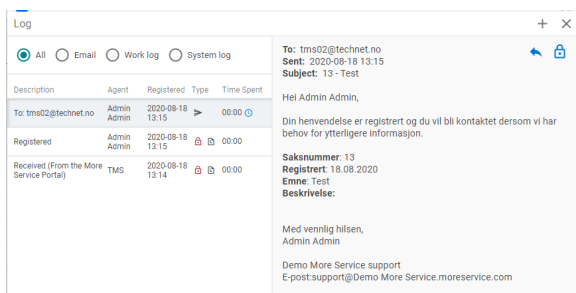


This is the full screen view:

## Expanded case log view

[See YouTube movie [here](#)]

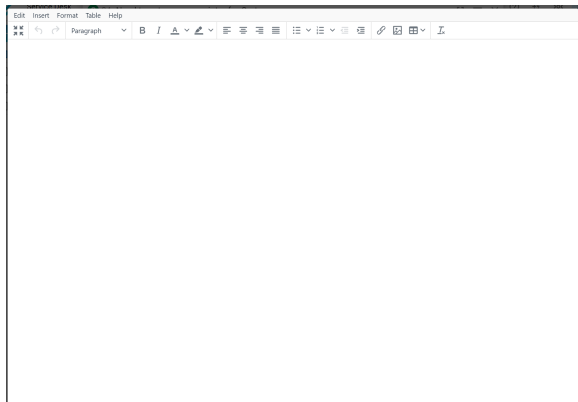
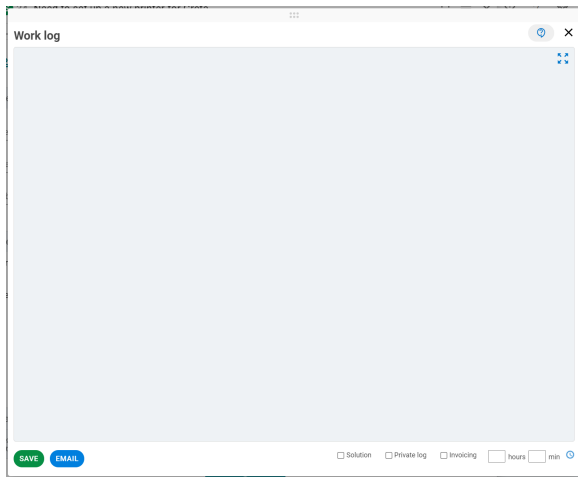
A new user interface is introduced for "Expand log" in 9.0. You can click the case log entries and display them to the right. You can also answer emails from this view.



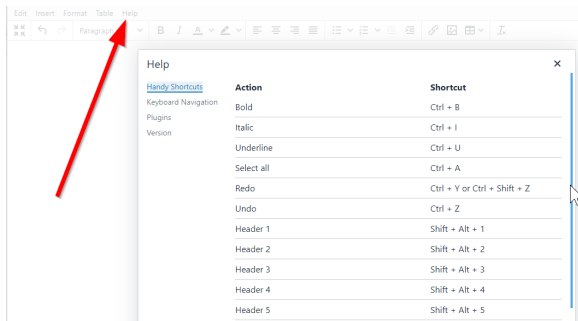
## New worklog dialog

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** [Close]

To: x.greta@top.no

Cc: BOC

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

Upload: [Drag 'n' 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

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** [Close]

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 (amerpayment@ba-bio)

Agent: Admin Admin (Team: - / Operating unit: Standard)

Details:

Log:

Description	Agent	Registered	Type	Time Spent
Status endret fra ikke startet til løst	Admin Admin	2021-04-23 10:21		00:00
Registered	Admin Admin	2021-04-23 10:21		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: Select

Workplace:

Is the workplace equipment:

Does the equipment work:

Defect equipment:

Priority:

Form fields:

- Autocomplete
- Button
- Checkbox group
- Date field
- File upload
- Header
- Hidden input
- Number
- Paragraph
- Section Group
- Select
- Text field
- Text area
- Textbox advanced

## 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.

Service Desk System map Asset Maintenance Project Case search ... 🔍 ⌵ ⌵ ⌵ ⌵ TL

### Email setup

Department  
Standard

Email type  
Case notification

Email template  
Case notification

Subject  
Change in case with id [IncidentId]

Text

There has been a change in the case with id [IncidentId].  
Following has changed: [ActionChanged]  
Change is done by [ActiveTechnician]  
Link to case: [url]

Keywords  
[ActiveTechnician] [IncidentId] [Subject] [Description] [Status] [Category] [Technician] [Registered] [Isolation] [History] [Username] [Affects] [Objects] [Priority]  
[Enduserfeedback] [Systems] [Attachments] [url] [UserWebUrl] [TopUserWebUrl] [BusinessName] [Customard] [url2] [ActionChanged]

SAVE

## New Apps admin settings page

New Apps admin settings page is introduced

Service Desk System map Maintenance Project Case search ... 🔍 ⌵ ⌵ ⌵ ⌵ TL

### Active Apps

Microsoft Teams  
Type: Collaboration  
More Service

Microsoft Teams

Configuration Description Change Log

Operating unit Team Language  
Operating unit that will receive the messages Team that will receive the messages Preferred language

Webhook url\*  
Webhook Url from Teams  
ADD CONNECTION

Existing connections  
No connections are found

CANCEL SAVE SAVE AND CLOSE

## Export statuses to Excel

NEW

Case ID	Case Title	Case Status	Case Category	Case Priority	Case Type
1	Case 1	Open	Category 1	Priority 1	Type 1
2	Case 2	In Progress	Category 2	Priority 2	Type 2
3	Case 3	Resolved	Category 3	Priority 3	Type 3
4	Case 4	On Hold	Category 4	Priority 4	Type 4
5	Case 5	Cancelled	Category 5	Priority 5	Type 5
6	Case 6	Open	Category 6	Priority 6	Type 6
7	Case 7	In Progress	Category 7	Priority 7	Type 7
8	Case 8	Resolved	Category 8	Priority 8	Type 8
9	Case 9	On Hold	Category 9	Priority 9	Type 9
10	Case 10	Cancelled	Category 10	Priority 10	Type 10

EXPORT TO EXCEL

## 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.