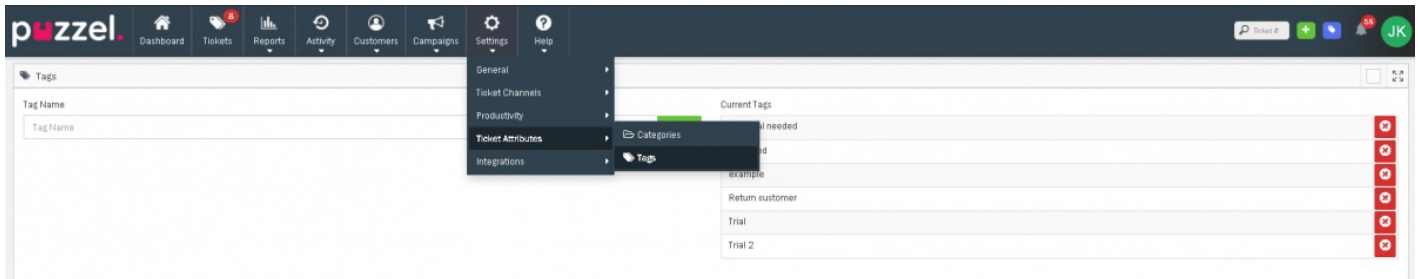

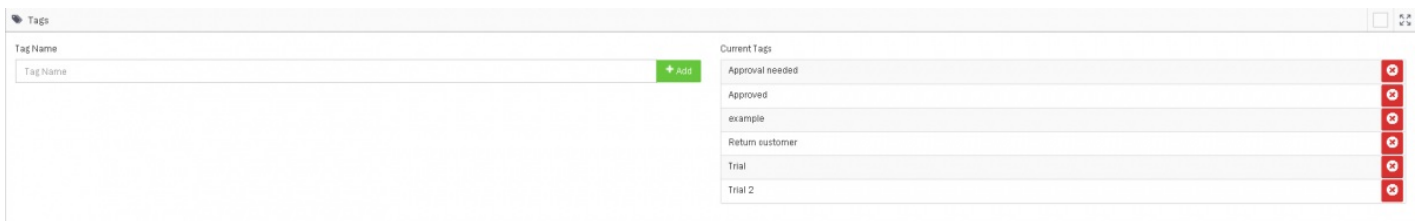


Tags/Merker

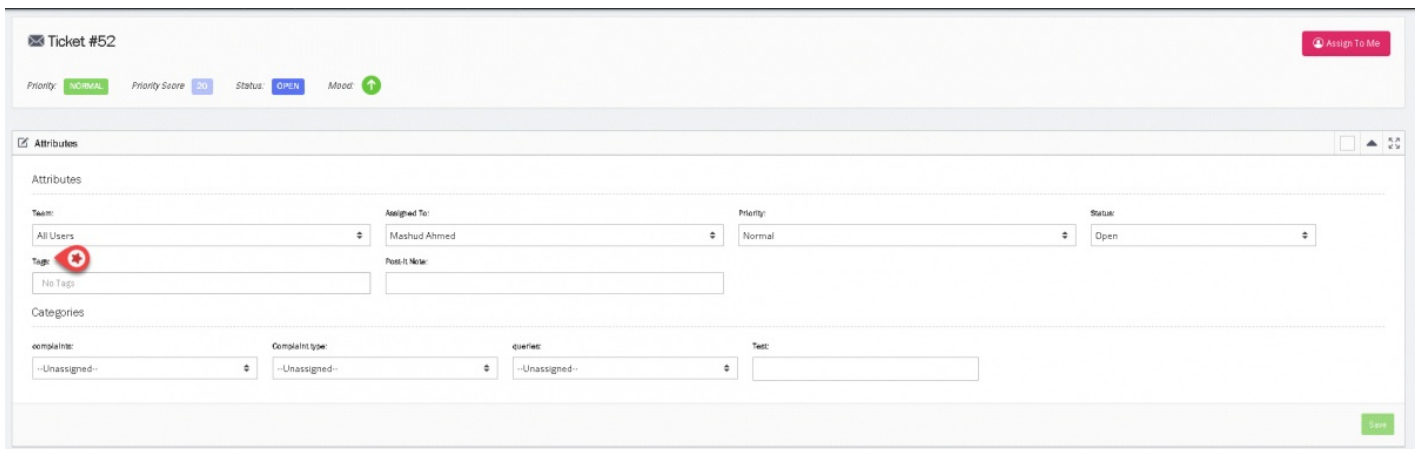
Tags er en fin måte å merke spesifikke saker og spørringer. For å legge til en Tag gå til **Innstillinger->Saksattributter->Tags**



Bare legg til et tagnavn i "Navn" -feltet og velg  -knappen for å legge til en ny tag. Du kan legge til så mange tagger som nødvendig.



Tagger legges enkelt til under Attributter på saken i Tags-feltets og velge «Lagre» for å oppdatere saken med Tag'en.



Tags kan også automatisk legges til ved hjelp av saksregler.

Rule Actions

Ticket Attributes

Assign to Team All Users

Set Priority Junk

Set Status Open

Set Response Target

Set Resolve Target

Assign Categories

Assign Tags

- Approval needed
- Approved
- Blackfruits
- communication
- Demo ticketing
- department
- England
- example
- Herschel House

During Business Hours

Send automatic reply

- ☐ Do not include channel signature in auto-reply
- ☐ Include incoming message after chosen template in auto-reply

Outside of Business Hours

Send automatic reply

- ☐ Do not include channel signature in auto-reply
- ☐ Include incoming message after chosen template in auto-reply

Follow Up Messages

First Contact

Pre-populate first reply

Filter kan brukes for å inkludere eller ekskludere spesifikke tag'er i søkeresultater i rapporter.

Create Report Builder

Details Conditions **Filters** Columns Scheduling Summary

Step 3 - If you would like to filter your report - you can set these here.

Time Period: This year

Users

Users

Teams

Status

Priority

Channel Types

Channels

Tags

Categories

Du kan søke etter saker som har en tag knyttet til seg fra Saker siden.

Ticket Attributes Categories

Search by Ticket Attributes

Teams: Any Users: Any Status: Any Priority: Any Time Period: All Time

Channel Type: Any Channel: Any Tags: Any Created: Any Last Activity: Any Read/Unread: Any

Search:

Tickets list

Show 10 entries

#	Subject	Assigned	Status	Response Target	Resolve Target	Priority	Team	Channel	Last Update	From/To	Tags
52	test email from mashud		OPEN			NORMAL	All Users	ticket	3 days ago	mashud.ahmed@puzzel.com	Approved
51	Test ticket	JK	RESOLVED			NORMAL	All Users	ticket	11 days ago	jayanthi_prikumar@yahoo.co.in	communication
50	Technical support		OPEN			NORMAL	All Users	ticket	18 days ago	christian.thorsrud@puzzel.com	