HelpDesk

Version 5.4.4 – New features

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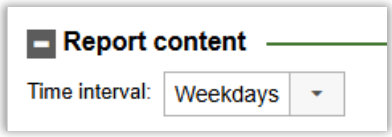
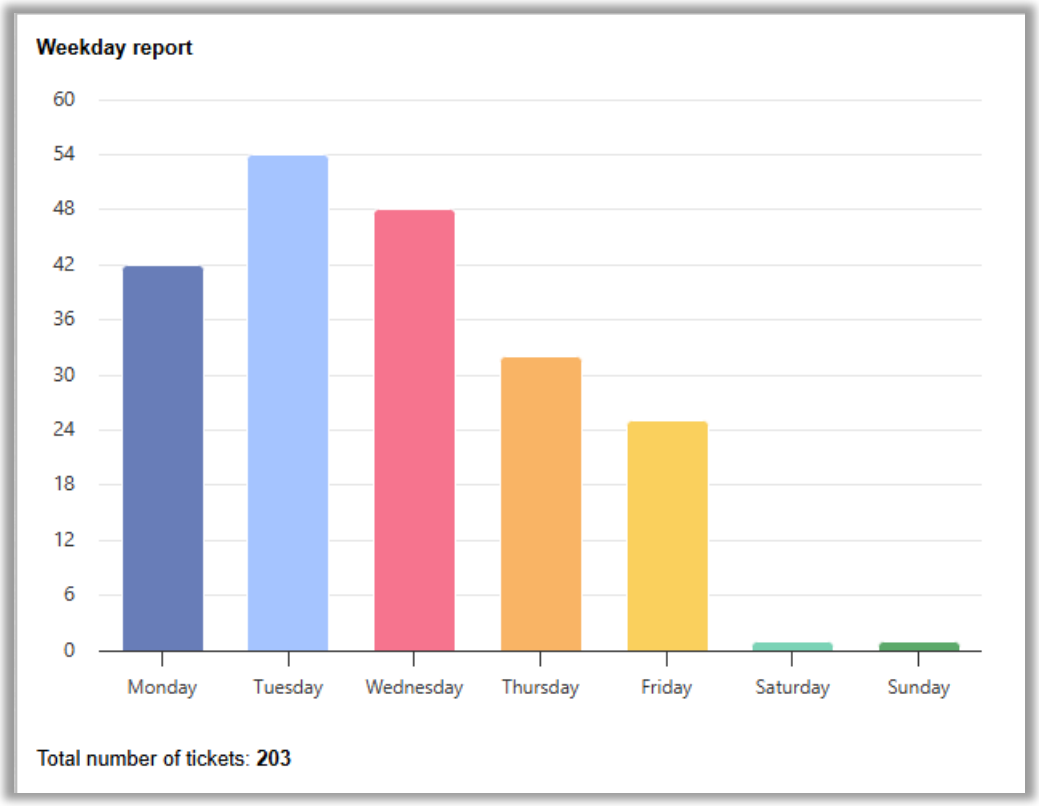
Reports

Weekdays as time interval in the report Ticket trend

It is now possible to select *Weekdays* under *Report content > Time interval* in the *Ticket trend* report. This enables displaying the number of tickets for each weekday. The report presents a bar and corresponding label for each weekday from Monday through Sunday.





New report: Ticket flow

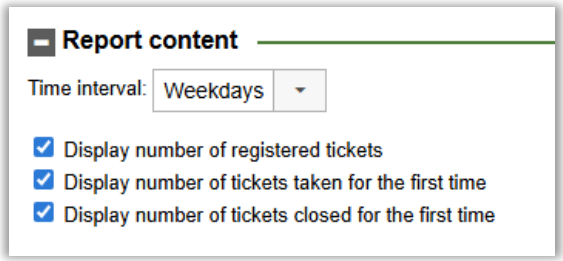
The new *Ticket flow* report type is used to examine how the number of cases varies over time. It resembles the *Ticket trend* report type, but there are some differences:

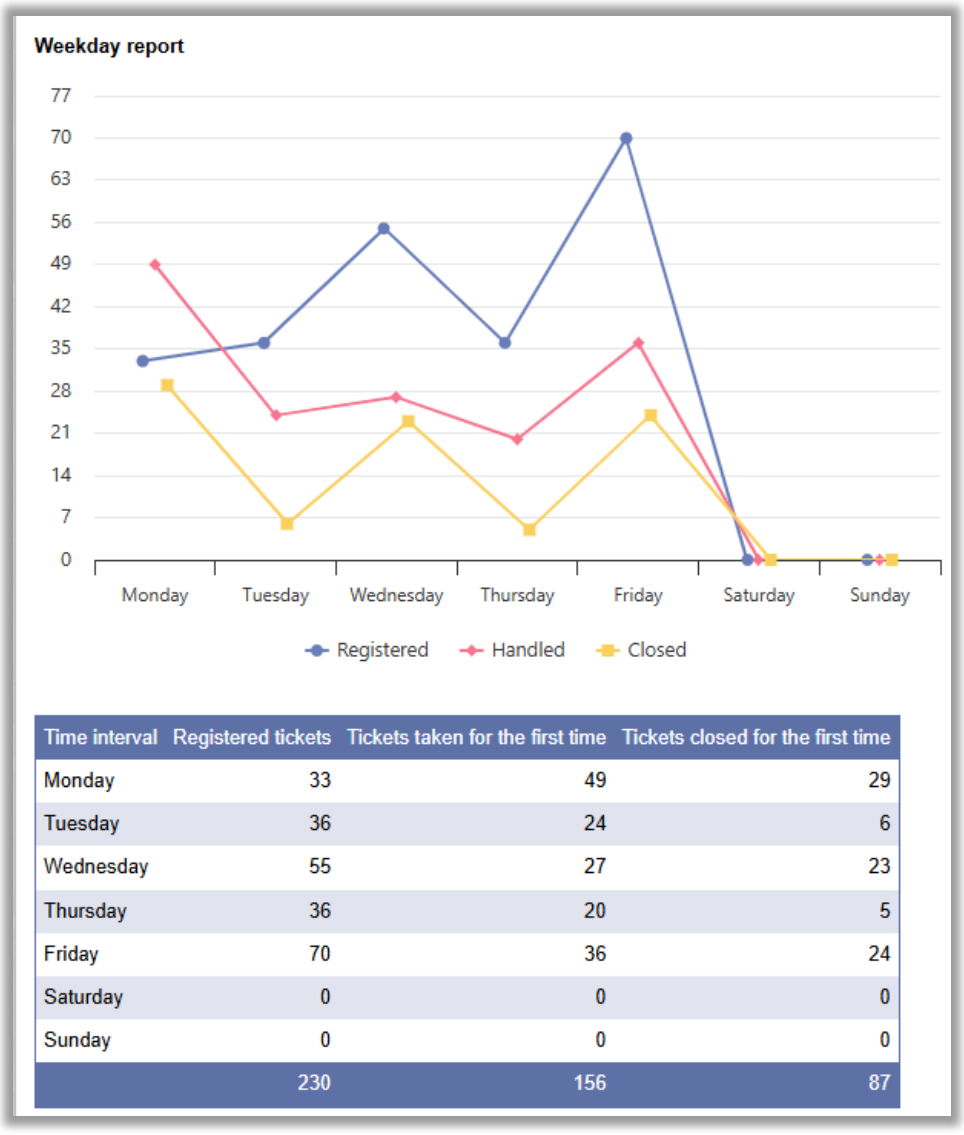
Ticket trend

- Select one of the following options to display:
  - *Ticket registered in the period*
  - *Ticket closed in the period*
  - *Ticket registered and closed in the period*
- Chart type: Bar
- Presentation: Not shown as a table

Ticket flow

- Select one or more of the following options to display:
  - *Display number of registered tickets*
  - *Display number of tickets taken for the first time*
  - *Display number of tickets closed for the first time*
- Chart type: Line
- Presentation: Also shown as a table





Time interval	Registered tickets	Tickets taken for the first time	Tickets closed for the first time
Monday	33	49	29
Tuesday	36	24	6
Wednesday	55	27	23
Thursday	36	20	5
Friday	70	36	24
Saturday	0	0	0
Sunday	0	0	0
	230	156	87

'Registered for: mobile' as report content in the Ticket list report

The *Ticket list* report lets you print or export a selected set of tickets. Under *Report content* you choose which ticket information to include in the report, and you will now find the new option *Registered for: mobile* there.

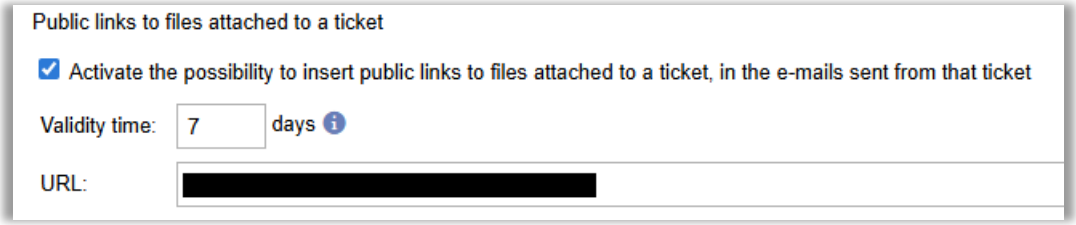
Administration

Public links to attached files in a ticket

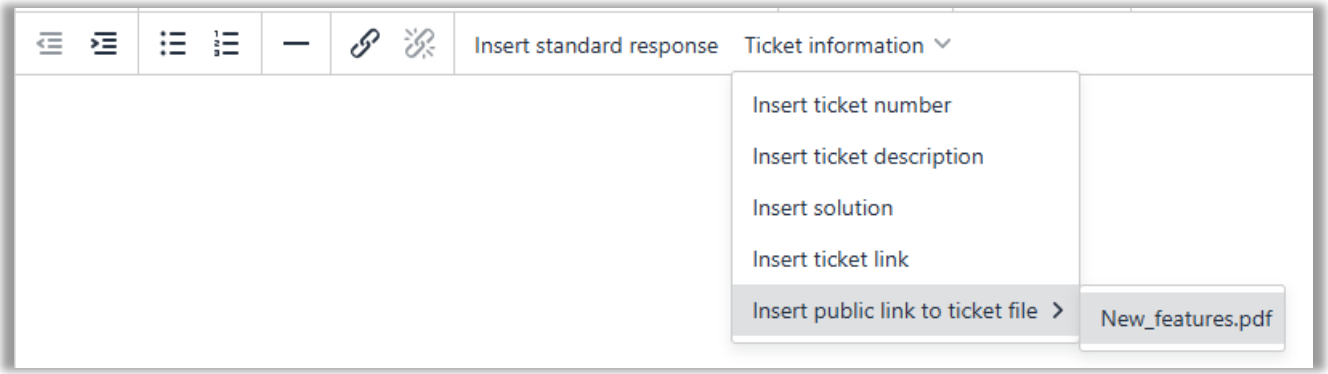
Under *Administration > SMS and E-mail settings > Settings* you can now enable the option to insert public links to ticket files in outgoing e-mails.

You also specify the number of days the link should remain valid for the recipient. Note: 1 day equals 24 hours, counted from when the e-mail is sent.

If your HelpDesk instance has an alternative URL you want to use in the public links, you can enter it here.



When handling a ticket, the *Insert public link to ticket file* option is available under the *Ticket information* dropdown in the e-mail editor.

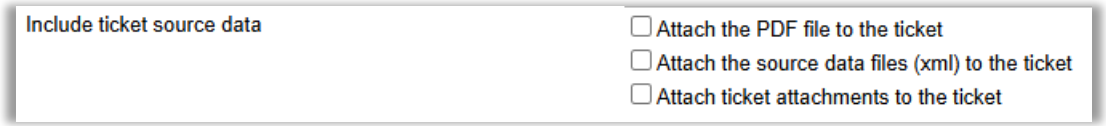


HD-OpenE

Choose whether the ticket is registered as new or closed immediately in HelpDesk

Under *Administration > Open ePlatform > Services* there is a new setting: *Ticket status*, which lets you specify the status the ticket should have when it is created in HelpDesk. If Close ticket immediately is selected, you must provide text for *Solution* for the closed ticket.

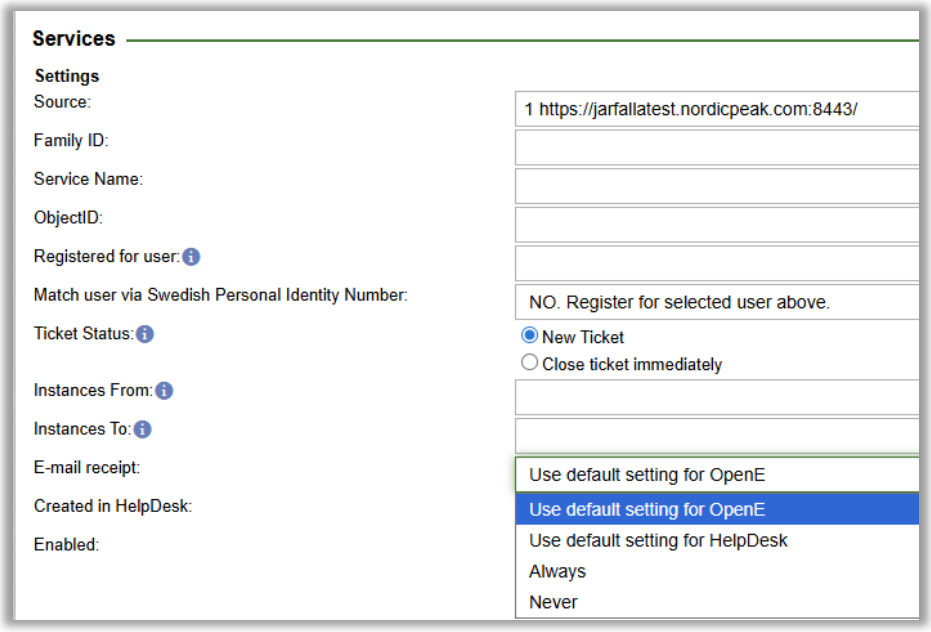
Under Administration > Open ePlatform > Services there is also a new setting: *Include ticket source data*, which lets you determine which information from Open ePlatform should be included on the ticket in HelpDesk.



E-mail receipt setting per service

For those using the HD-OpenE plugin to connect your OpenE forms to HelpDesk, there is now the option to choose, per service, whether an e-mail receipt should be sent for tickets submitted via the service. Choose from the following options:

- *Use default setting for OpenE*
  The setting configured under *Administration > Open ePlatform > Administration* is applied.
- *Use default setting for HelpDesk*
  The setting configured under *Administration > SMS and E-mail settings > E-mail receipt* is applied.
- *Always*
- *Never*



LDAP

New settings for automatic LDAP import

Import of users via LDAP can be scheduled on the server. In this release, the import can be configured so that only new users, i.e., users not already present in Artologik HelpDesk, are imported. This is achieved by setting the parameter USER_IMPORT_ONLY_NEW to the value 1 in the file AGS_LDAP_CMD.ini.

There is also a new setting to control the automatic import so that only users who meet certain criteria are imported. The example below shows a command that results in importing users whose surname begins with the letter a:

AGS_LDAP_CMD.exe STARTPOS=0 MAXREC=5000 **FILTER="(&(objectClass=*)(sn=a*))"**

API

New method to retrieve and add ticket coordinates in HelpDesk

We have extended the API so you can retrieve and add a ticket's coordinates via a new property on the HDTicket object. You can use the Find call as well as the POST and PUT endpoints (that is, the functions for creating and updating tickets).

GET /v1/{format}/Tickets
GET /v1/{format}/Tickets/{ticketId}
POST /v1/{format}/Tickets/Find
PUT /v1/{format}/Tickets/{ticketId}
POST /v1/{format}/Tickets

For more information about this and other API methods, see the API help by appending /HD/api.svc/help to the end of your HelpDesk URL.