Artologik® // **HelpDesk**

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General

New Dashboard replaces the welcome page

The welcome page has changed its name to *Dashboard* and you can now show and combine 1-4 different items of these types:

- Welcome page (created in an editor in the same way as the previous welcome page)
- Ticket list
- Report
- News
- External web page

As an administrator, you define a dashboard for all active languages in the program. You can either use the same dashboard for all user roles, or define a specific dashboard for each user role. To avoid problems for users who change language, it is recommended that you, per user role, use the same structure (concerning number of fields and field types) for all languages.

Under *Administration > Application settings > Dashboard*, you can add items, and edit their content, position and size. An item's width can be either 50 or 100% of the dashboard's width.
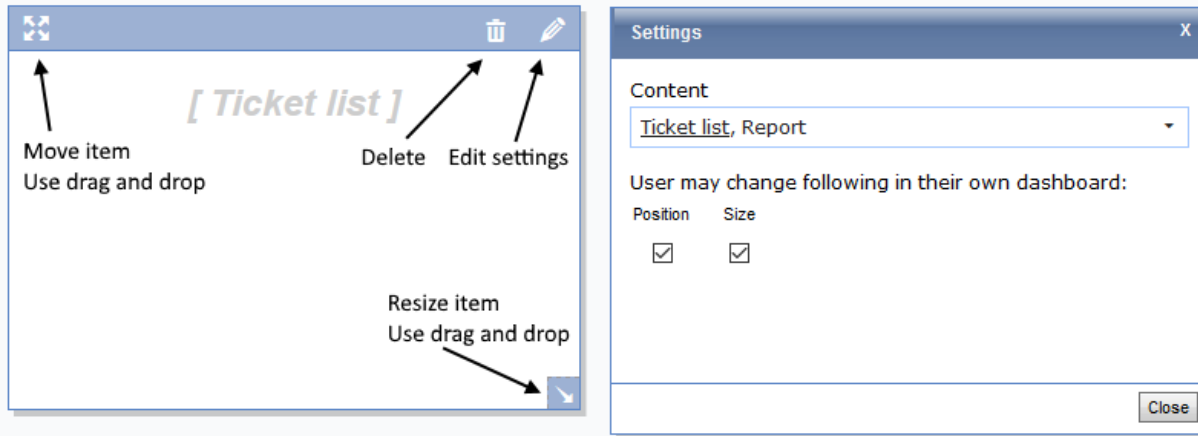
In the item settings you decide if the users should be allowed to change the item's type, content, position and size themselves. If a user has the right to change something on the dashboard, the *Edit dashboard* button will be displayed above the dashboard. If the user has made some changes and want to restore the default settings defined by the administrator, he/she can click the *Reset dashboard settings…* button.

The right to edit an item's content applies to the item types *Ticket list*, *Report* and *External web page*.

If you define that the users should not be able to edit the content of an item of the type *Ticket list*, that item will then show the user's default ticket list. The content of *Report* items can always be edited by the users.

After updating to this version, your dashboard will consist of the content of your current welcome page.

Connect standard responses to all objects

When you create or edit a standard response, you can now choose to connect it to all objects. This is useful if you have a standard response which you want to be available for all tickets, regardless of object. Instead of connecting the standard response to each object you can, when editing the standard response, mark the check box at *The standard response is connected to all objects*.

Identifying tickets that no one has the right to handle

Previously, when you specified a *First support group* for an object, this support group was automatically assigned the right to give support for that object. With the new possibility to let child objects inherit the *First support group* from a parent object, there might be occasions when a support group is *First support group* for a child object without having the right to give support for it. The result will be that no one will have the right to handle a ticket registered for that object.

To make it easier to identify tickets that no one has the right to handle, we have added the possibility to show such tickets in a ticket list under the *Tickets* menu. When you create or edit a ticket list, you can mark the check box *Tickets no one has the right to handle*.

By creating such a list, an administrator can see if there are any tickets no one can handle, and take necessary actions to solve the problem.

Selection of objects when editing ticket lists

We have improved the interface used to make selections of objects when ticket lists are created or edited under the *Tickets* menu. There you now find the same interface as under the *Reports* and *Search solution* menus, which facilitates the selection of objects, especially if you are using HD-Advanced and have a hierarchical object structure.
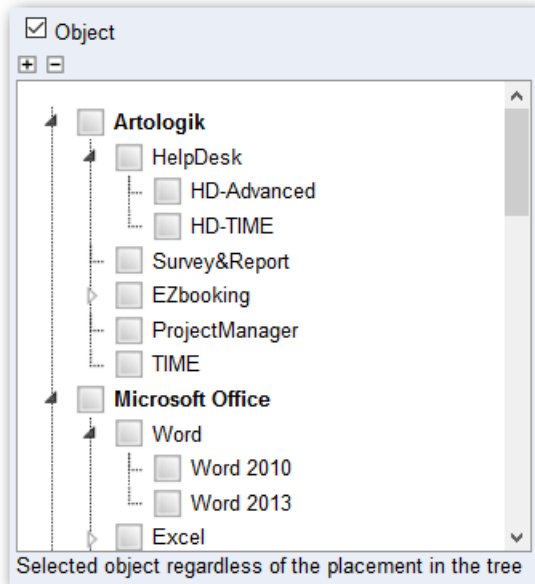
Logging of user right changes

When you edit a user's details, you now have access to a new tab, *History*. Under this tab all changes concerning the user's rights are logged. The changes are listed with information about the date and the user who made the change. Example of changes that are listed are:

- When the user is created
- When the user name or password is changed
- When the user role is changed
- When the user is granted or revoked a user right
- When the user is moved to another organisation
- When the user is added or removed from a support group
- When there are changes to which objects are supported for the user, or which objects the user is supporting

User fields

If you need more fields in the user details, you can create so-called *User fields*. We have now made it possible to import information from LDAP into user fields of the type *Text field*. You decide for each user field if LDAP-import to the field should be enabled.

When searching for a user to register a ticket for, under the *New ticket* menu, it is now possible to specify which fields in the user details it should be possible to search among. In addition to *Name*, *User name*, *E-mail* and *Phone*, you can now also include any user fields of the type *Text field* in the search. You do this by clicking the *Search settings* button.

In HelpDesk's API we have now added support for searching for users based on user field information (text fields only). This can for example be used to find matching users when registering a ticket from an external web form, using HelpDesk's API.

Ticket operators' right to administer organisation fields and user fields

If you have the need for additional fields in the organisation or user details, you can create so called organisation fields and user fields. You can now let these fields be administered by ticket operators. You find the setting in each ticket operator's profile.

☑ Can administrate organisation fields and user fields for own organisation

If you have only one support organisation, ticket operators who have the right to administer organisation fields/user fields will have the right to administer all fields.

If you have more than one support organisation, ticket operators will only be able to create/edit fields for their own support organisation. When a ticket operator creates a new field, other ticket operators in his/her organisation will automatically have the right to administer the field.

If an administrator creates a field, the drop down list *Is administrated by the following organisation* will be available.

Organisation field: **Contact person**

Is administrated by the following organisation:

If you select the blank option in the drop down list, no ticket operators will be able to administer the field. Select one of the support organisations to give the ticket operators of that organisation the right to administer the field.

Allow for the period to be changed in the report's "view mode" by default

When you are editing a report you can decide which period it shall display. There you can also choose that it shall be possible to change the period in the report's "view mode" without having to go to the "edit mode".

☐ Period
This month
Ticket registered in the period
☑ Allow for the period to be changed in the report view mode
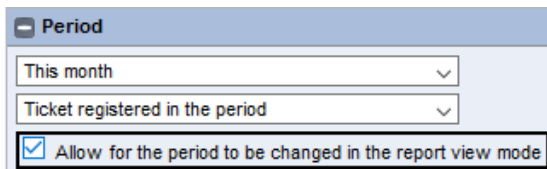
If you want this check box to be marked as default every time you create a new report, you can activate the setting *Allow for the period to be changed in the report view mode by default* under *Administration > System settings > Advanced > General > Reports*.

Marking all objects in the report selections

In the edit mode of the reports, you can decide which selection of tickets to display in the report. Amongst many other things, you can use object as selection. When selecting objects to include, we have now added the possibility to *Mark all* and *Unmark all*. This can be useful if you want to include most of the objects, except for a few, in the report selection. You can then click *Mark all* and then unmark the objects you want to exclude.

Town and country of the organisations are shown in the Tree view

If you choose to show the organisations in a *Tree* view, under *Administration > Customer organisations*, you can now see the town and country of each organisation (if specified in the organisation details).

⊟ Acme Systems
├─ Acme Inc. – Tucson, USA
└─ Acme Corp. – Tokyo, Japan
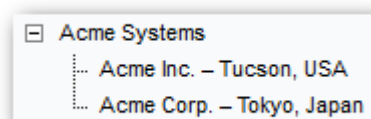
This applies also to Final customers in HD-Advanced.

Tickets

Possible to send e-mail and close ticket

If you want to close the ticket at the same time as you send an e-mail, you can now use the *Send message and close ticket* button. However, if there are mandatory fields which have not been filled, e.g. the *Solution* field, the e-mail will be sent but the ticket will not be closed.

If this possibility is used in combination with the setting that means that a pop-up window is displayed when tickets are closed, the pop-up blocker in the browser must be turned off.

Possible to close ticket without pop-up

Up until now, a pop-up has always been displayed when closing a ticket, in which you can for example decide if an e-mail should be sent to customer before confirming the closing of the ticket.
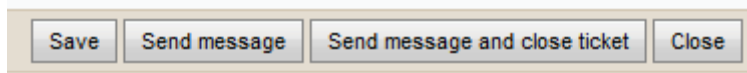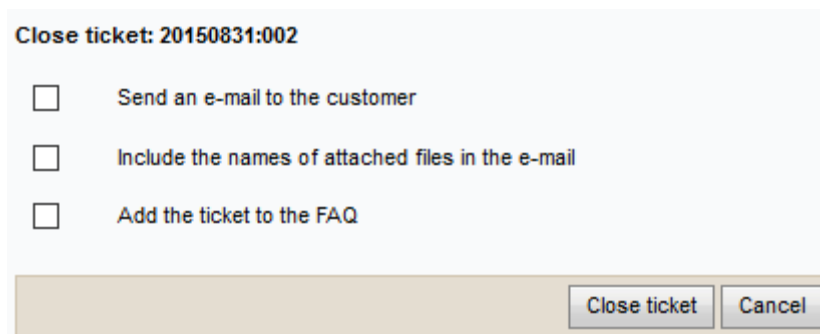

Now you can activate a setting which allow you to close tickets without displaying this pop-up. You find this setting under *Administration > System settings > Advanced > General*:

Please note that you, under *Administration > E-mail Settings > Settings*, can decide that the check box *Send an e-mail to the customer* should be checked as default in the pop-up. If you have activated this setting, and decided that the pop-up should not be displayed upon closing a ticket, the e-mail will automatically be sent. However, this does not apply to tickets closed using the new function *Send message and close ticket* (described above). In this case the automatic e-mail will not be sent.

Change "Registered for" to a user in another organisation

When you are working with a ticket, you have access to the 🔄 button at "*Registered for*". You click this button to change the user the ticket is registered for, to another user. Previously you have only been able to change to a user within the same organisation, but we have now made it possible to change to a user in another organisation, or to create a new organisation/user the ticket should be registered for.
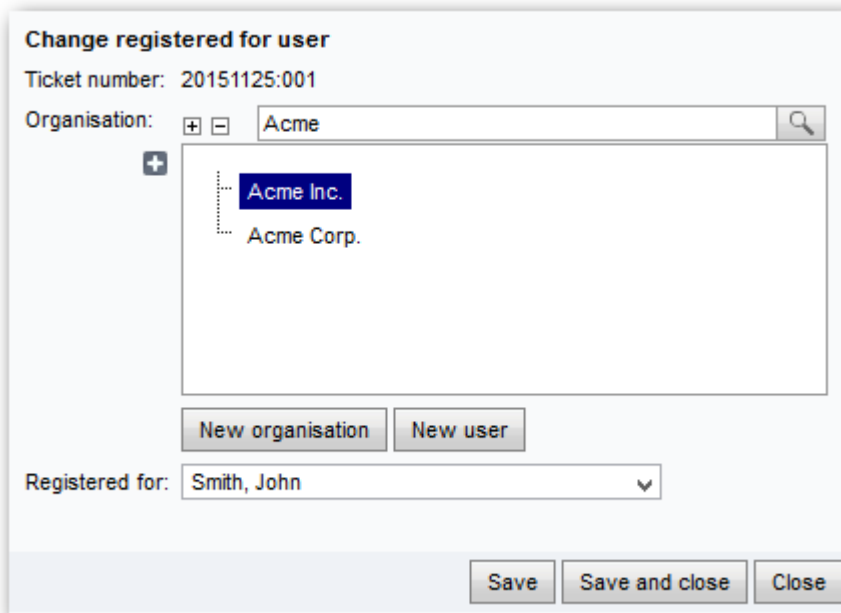
Inserting ticket description and solution, or creating a new ticket, from Advanced search

At the bottom of the program window, you find a number of icons. By clicking the one which is highlighted below, you open the advanced search in a pop-up window.
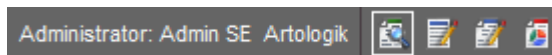
If you open this pop-up window and search for a ticket, you can insert the ticket description and/or solution of this ticket in a ticket you are working with, or in a ticket you are registering.
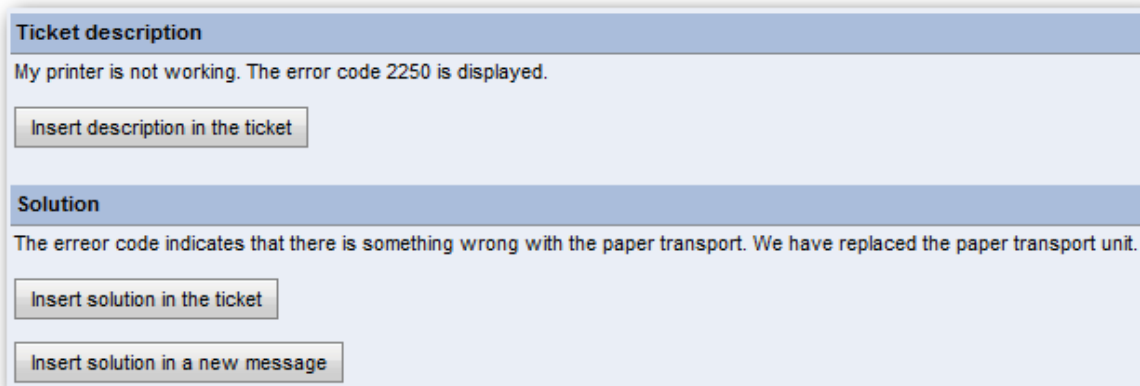
When you register a new ticket, you can also use this pop-up to find a ticket which the new ticket should be based on. Go to *New ticket* and select a user to register the ticket for. Then open the *Advanced search* pop-up and search for a ticket. Click the button *Create new ticket based on this ticket*. Which information from the ticket is inserted in the new ticket depends on the setting *Information to be copied when a ticket is created from an existing ticket*. You find this setting under *Administration > System settings > Advanced > General > Register ticket*.

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Deciding menu to proceed to after closing a ticket

You can now decide which menu an operator should automatically proceed to after closing a ticket, *Tickets* or *New ticket*.

You find this setting under *Administration > System settings > Advanced > General > Close ticket*.
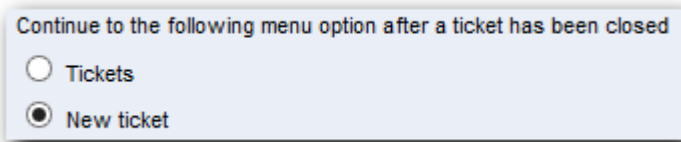
Save tickets as PDF

Previously, the operator handling the ticket has been able to *Send PDF*, i.e. create an e-mail with the ticket information attached as a PDF file. We have now added the function *Save as PDF*, which lets you save the ticket information directly as a PDF file. This function is available both for opened tickets (for the operator handling the ticket) and for closed tickets (for all administrators/ticket operators who have the right to see the ticket.

The operator handling the ticket has access to the *PDF* button, above and below the ticket form. After clicking this button the operator can choose to *Save as PDF* or *Send PDF*.

On closed tickets the *Save as PDF* button can be found. This button is available for all administrators/ticket operators who have the right to see the ticket, regardless of if they go to the ticket from the *Search solution* menu or the *Tickets* menu.

Include anonymous users' contact details when copying a ticket

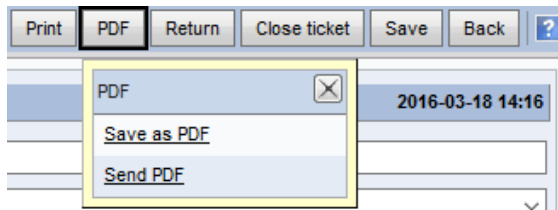When you are handling a ticket you have, under *Status*, access to an icon (highlighted below) which you can use to create a copy of the ticket. This can be useful if the ticket contains two different issues, and you want to split it into two different tickets.

The copy of the ticket will be registered for the same user as the original ticket. Which other information is copied from the original ticket, you decide under *Administration > System settings > Advanced > General > Register ticket*. There you can now include *Anonymous user information* to be copied. This setting applies to tickets registered for anonymous users, and means that any contact details entered in the original ticket will be copied to the new ticket.
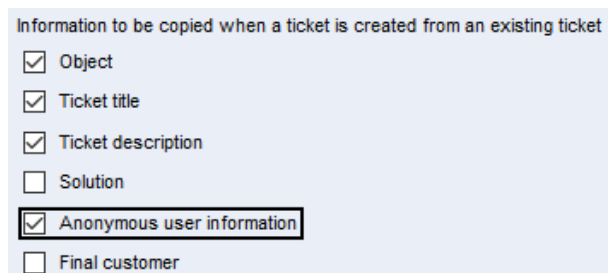
HTML emails presented as plain text in the ticket description
When a ticket is created from an e-mail which is sent to HelpDesk in HTML format only, the e-mail body will now be presented as plain text in the ticket description.

Registering and handling ticket for anonymous user
To make it easier to edit the contact details on tickets which are registered for anonymous users, we have now made the contact fields visible directly in the ticket form, without having to click a link to edit them. When a ticket is registered (on the page where you select object) you find the fields at "Registered for". The fields *First name*, *Family name*, *Phone* and *E-mail* are always displayed, and you can access all fields by clicking the ➕ symbol.

After opening the ticket you find the contact details in a new section called *Anonymous user*.

E-mail

Automatic suggestion of e-mail address
When sending an e-mail, you will now get suggestions for matching recipients when you have typed three letters in one of the fields *To*, *CC* or *BCC*.

The suggestions will be matching respondents in the mail lists you have selected in the address book.
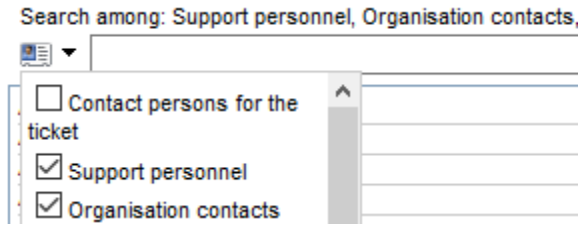
Special icon for bounce mails

If an e-mail which cannot be delivered is sent from a ticket, and this results in an incoming bounce mail, a red mail icon will now be displayed in the ticket. The icon is displayed both to the far left of the ticket in the ticket list, and in the ticket form next to the heading *E-mails and messages.* Received messages which are not bounce mails will still be symbolized by a yellow mail icon.
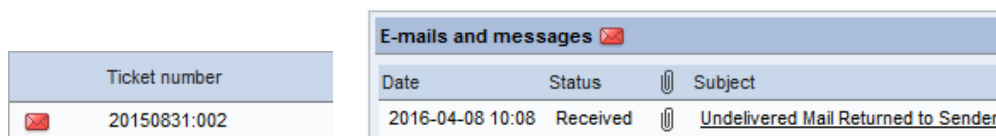
Insert ticket number in e-mails

Previously you have been able to insert ticket description, solution, ticket link and standard responses in e-mails you send from a ticket. We have now added a button you can use to *Insert ticket number*.
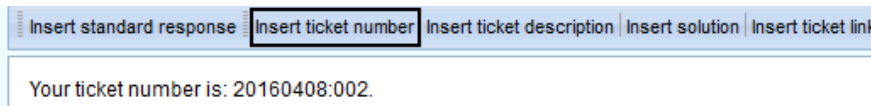
Adding e-mail address as 'Contact person'

When you register or handle a ticket, you have the possibility to add *Other contact persons* to be connected to the ticket. The users you can connect as contact persons are the users of the organisation the ticket is registered for and (depending on a setting) support users. We have now added the possibility to add, in addition to these users, e-mail addresses that do not have to be registered on users in HelpDesk.

In the window *Add contact person* you find the field *E-mail address* where you enter the e-mail address you want to connect to the ticket. If you want to add several addresses at the same time, you click *Add more addresses* to create more fields.

E-mail addresses you add in this way will be listed in the ticket form under *Other contact persons > E-mail contact*, and you can click the e-mail address to open a new e-mail with this address as recipient.

Under *Administration > E-mail settings > Settings* you can activate a setting which means that any contact persons connected to a ticket will be automatically added as recipients when an e-mail is sent from the ticket. This setting also applies to e-mail addresses that you have added as "contact person".

Previously you have been able to select whether the contact persons shall be added as *Carbon copy* or *Blind carbon copy*. Now you can also select that they will be added as *Recipient* (in the *To* field).

HD-Advanced

More flexible settings for First support group

In HelpDesk it is possible to let different support groups act as *First support group*, i.e. be the group to which a ticket goes directly after it has been registered.

Previously, it has been possible to specify *First support group* on four different levels:

1. Object
2. Object group
3. Organisation
4. Organisation group

We have now made it possible to use combinations of these, when specifying *First support group*.

1. Object and organisation
2. Object and organisation group
3. Object
4. Object group and organisation

5. Object group and organisation group
6. Object group
7. Organisation
8. Organisation group

The list above shows in which order the program checks the different levels. If *First support group* is specified on the first level, this will be used. If not, the support group specified on the second level will be used, etc. A *First support group* is always specified on organisation group level, and this will be used if nothing has been specified on the lower levels.

When you administer an object or an object group, you have the possibility to specify a default *First support group* for that object/object group in the drop down list *First support group*. Under the heading *First support group per organisation* you can add organisations and for each of them specify a support group to be *First support group* for the combination of the object/object group and the organisation. Under the heading *First support group per organisation group* you can do the same for the combination of the object/object group and each of the organisation groups you add there.
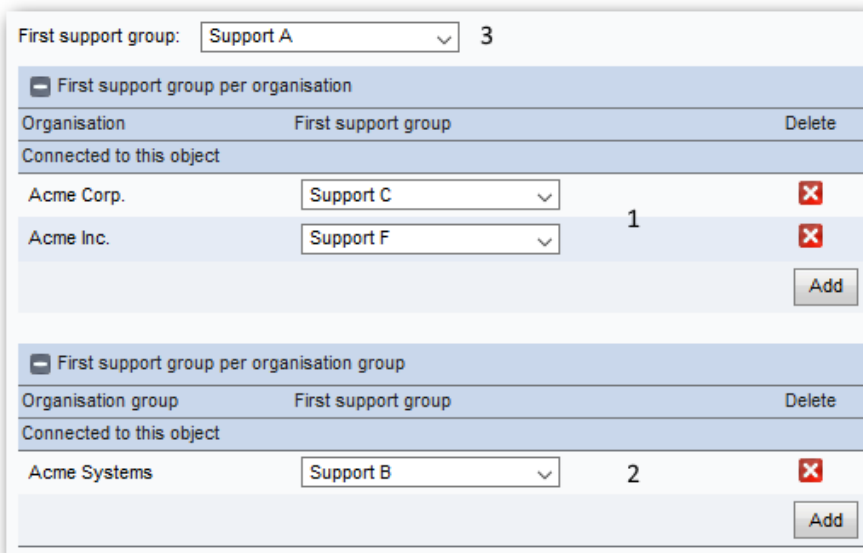
The example above shows the administration interface of an object. When a ticket is registered for that object, the program starts by checking if the organisation the ticket is registered for has a specified *First support group* (at 1 in the image) for that object. In the example, tickets registered for the organisation Acme Corp. will go to the support group Support C, while tickets registered for Acme Inc. will go to Support F.

If the ticket is registered for an organisation not specified at (1), the program will check the ticket's organisation group and see if it has a specified *First support group* (at 2 in the image) for the ticket's object. In the example, tickets registered for the organisation group Acme Systems will go to the support group Support B.

If neither the ticket's organisation nor organisation group have a specified support group for the ticket's object, the program checks if there is a default *First support group* (3) for the object. In the example, tickets registered for organisations and organisation groups not specified at (1) or (2) will go to the support group Support A.

Inheritance to child objects/organisations
If you have a hierarchy of objects and/or organisations, and you want to let objects/organisations inherit the *First support group* from their parent object/organisation, you can activate the setting *Child objects/organisations inherit First Support Group from their parent, if no First Support Group was selected at their own level* under *Administration > System settings > Advanced > General > Functions*.

When this setting is active, the program checks if *First support group* is specified on these levels and in this order:

1. Object and Organisation
1.1. Selected object and selected organisation
1.2. Parent object(s) and selected organisation
1.3. Selected object and parent organisation(s)
1.4. Parent object(s) and parent organisation(s)

2. Object and organisation group
2.1. Object and organisation group
2.2 Parent object(s) and organisation group

3. Object
3.1. Object
3.2. Parent object(s)

4. Object group and organisation
4.1. Object group and organisation
4.2. Object group and parent organisation(s)

5. Object group and organisation group

6. Object group

7. Organisation
7.1. Oganisation
7.2. Parent organisation(s)

8. Organisation group

◼ Settings on Object

◼ Settings on Object Group

◼ Settings on Organisation

◼ Settings on Organisation Group

On the levels that involve parent objects/organisations, the program starts by checking the closest parent above, and then checks the next level etc. up to the highest level.

If you register tickets via HelpDesk's API, you can use two different web service functions, *CreateTicket* and *CreateTicketWithObjectTreeID*. We recommend that you use *CreateTicketWithObjectTreeID* since this function will include the whole object path when the ticket is registered. This means that the correct *First support group* will be set, also in cases where the *First support group* shall be inherited from a parent object.

Overview of First support groups

To make it possible to get an overview of which support groups act as *First support group* in different cases, we have added the menu option *First support group* under *Administration > Support groups*. There you have access to five different tabs:

- *First support group overview*
- *Support group per object*
- *Support group per object group*
- *Support group per organisation*
- *Support group per organisation group*

Under the tab *First support group overview*, you can see which support group is *First support group* for different combinations of objects and organisations. You select which objects and organisations to show, and if the overview shall be grouped per object or per organisation.

Grouping per object:

Hardware / Printers	
Organisation	First support group
Artologik Birmingham	Hardware support Birmingham
Artologik Leeds	Hardware support England
Artologik London	Hardware support London

Grouping per organisation:

Artologik London	
Object	First support group
Hardware / Printers	Hardware support London
Network / E-mail	E-mail support
Software / Microsoft Office	Software support London

By hovering the cursor over a support group you see, in a tooltip, information on why this support group is *First support group* for the current combination of object and organisation. In the example below, the support group Software support England is *First support group* for the combination of the object Microsoft Office and the organisation Artologik Leeds. The reason is that Software support England is *First support group* for the combination of the object group Software (to which Microsoft Office belongs) and the organisation group Artologik England (to which Artologik Leeds belongs), and there are apparently no connections specified on lower levels.

You use the other tabs, *Support group per object, Support group per object group, Support group per organisation and Support group per organisation group,* to see all settings concerning *First support group* made on each of those levels.

Under *Support group per object* and *Support group per object group* you see the *First support group* settings made in the administration of the objects/object groups you decide to show. From the list you can go directly to the administration of an object/object group by clicking its name.

Under *Support group per organisation* and *Support group per organisation group* you see which support group is selected as the default *First support group* for the organisations/organisation groups you decide to show. In addition, you see any connections made on object or object group level, involving the organisation/organisation group. From the list you can go directly to the administration of an organisation/organisation group/object/object group by clicking its name.

Right to delegate to operators in other support groups

In HD-Advanced you can decide to which other support groups the members of a certain support group should be able to delegate tickets. Previously, there has been a general setting deciding whether tickets also can be delegated to individual operators in other support groups, or only to the support group as a whole. We have now added the possibility to decide this per support group.

Under *Administration > System settings > Advanced > User rights > Ticket operators* you find this setting.

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If you choose the option selected above, you can for the desired support groups activate the setting *Allow ticket operators in this group to delegate tickets to ticket operators in other groups*.

If a ticket operator is member of several support groups, with different settings concerning this right, the setting for the support group which is handling the ticket at the moment is applied.

Right to edit tickets handled by another operator

You can now, per support group, activate the right to edit ticket description, solution and/or anonymous users' contact details in tickets handled by other operators. Start by activating this setting under *Administration > System settings > Advanced > User rights > All support personnel*.

Then select, for the desired support groups, which fields its members should be able to edit.

The right applies to all tickets that the members of the group have the right to see, except for tickets with the status *Closed* or *Withdrawn*.

Please note that there is a general setting which gives all support personnel and organisation administrators the right to edit the ticket description in tickets handled by other operators. If this setting has been activated, this right applies to all support groups, and the setting cannot be inactivated on support group level.

The icon indicates that the ticket information has been changed. The icon is shown both in the ticket list and in the section that has been changed in the ticket form. In the *History* of the ticket it will also be possible to see what has been changed, and by which user.

Lock tickets for reopening after a certain time

A ticket can be reopened in two ways, either by a support user who searches for the ticket and clicks the *Reopen* button, or by an e-mail being sent to the ticket. You can now decide that tickets can be reopened only within a specified time after they were closed. To do this you specify, per support group, after how many days tickets, closed by the support group, will be locked for reopening. Start by activating this setting under *Administration > System settings > Advanced > General > Functions*.

☑ Make it possible to deny reopening of tickets closed by selected support groups

Then make the desired setting for each support group.

○ Tickets closed by this support group can always be reopened
◉ Tickets closed by this support group will be locked for reopening after [30] days

Under *Administration > E-mail settings > E-mail account* you can, per e-mail account, decide what shall happen if a customer sends an e-mail to a ticket after it was locked for reopening.

Handling of incoming e-mails for a closed ticket locked for reopening

Action   ○ Leave the message in the inbox
         ○ Send an auto reply to the sender and delete the message
         ◉ Send an auto reply to the sender and leave the message in the inbox

[Auto reply message]

If you there choose one of the options which means that an auto reply shall be sent to the sender, you decide the content of that auto reply by clicking the *Auto reply message* button.

SLA reminders

If the SLA function has been activated in HD-Advanced, it is possible to send e-mail reminders to concerned users, based on the SLA deadlines. You can now decide, in a more flexible way, when and to whom these reminders shall be sent.

1. Possible to select that a specific e-mail reminder shall only concern selected support groups.

The reminder applies to tickets belonging to
○ All support groups
◉ Selected support groups

Available support groups		Selected support groups
2 Second Line 3 Third Line Development Sales	>> <<	1 First Line

2. Possible to select what roles in the support group shall get the reminder.

3. Previously, you have been able to specify that an e-mail reminder should be sent repeatedly. You then specify how many reminders to send, and at what times, in percent of the time the SLA deadline states. Example: if you choose for three reminders to be sent out with the interval 30 %, they will be sent out when 30, 60 and 90 % of the time has elapsed.

   We have now added another setting for deciding when repeated reminders are to be sent. If you select this setting, you first decide when the first reminder is to be sent, as previously in percent of the time the SLA deadline states. However, for the following reminders you specify an interval, in hours and minutes, when the reminders should be sent. With this setting the reminders will be repeated until the SLA service level is fulfilled.

External ticket operators

We have added the possibility to assign extra rights to external ticket operators.

Giving external ticket operators the right to view ticket lists

In HD-Advanced you have the possibility to limit a ticket operator's rights, by assigning the role *External ticket operator*. To such a user, a ticket can be delegated via a link leading directly to the ticket. The external ticket operator cannot see anything in the system, but the delegated ticket.

We have now made it possible to let an external ticket operator view ticket lists. If you have a support group with a number of external ticket operators in it, and you want one of them to be able to see all tickets handled by the support group, you can assign the right to view ticket lists to that user. This requires that you also activate the general setting which lets ticket operators see all tickets taken by their own support group.

Limited e-mail rights

For external ticket operators you can decide which sections in the ticket form should be visible. If external ticket operators do not have access to the *E-mail* section, you can still assign some of them (on user level) limited e-mail rights.

This means that they have two options when sending e-mails, either using standard responses only, or writing their own text and send the e-mail for approval. In addition, they can only see the recipients e-mail address if they have the right to see (in other places in the ticket form or ticket list) who the ticket is registered for. Otherwise the e-mail address will be hidden.

Limited e-mail rights can also be assigned to "not external" ticket operators. In this case the setting means a restriction, since a ticket operator normally has full rights to send e-mails. For an external ticket operator the setting can mean either an extra right (if they are not allowed to see the E-mail section) or a restriction (if they are allowed to see the E-mail section).

Administrators have always the right to approve e-mails sent for approval. Ticket operators can also be assigned this right (on user level).

Users with the right to approve e-mails have access to the option *E-mails sent for approval* in the drop down list under the *Tickets* menu. If there are e-mails to approve, an icon (highlighted below) appears to the right of the drop down list.

When opening an e-mail sent for approval, the user has the choice to:

- Send the e-mail to the customer by clicking the *Send message* button. If necessary the e-mail can be edited before sending.

- Delete the message by clicking the *Delete* button.

- Return the message to the operator who sent the e-mail by clicking the *Not approved* button. In that case they can also write a comment to explain the reason for returning the e-mail.

If the e-mail is not approved, it will appear on the ticket with the status *Not approved*, and an icon will indicate that the e-mail has been commented.

Can edit expected start/end date and priority

If the section *Status* is hidden for external ticket operators, but you still want them to be able to edit expected start/end date and priority, this right can be assigned separately on user level.

Can create reports

External ticket operators with the right to view ticket lists can now be assigned the right to create reports. In the same way as for all ticket operators, you activate the setting *Can create reports*, and then select the object groups they should be able to create reports for.

When external ticket operators create or edit a report they can only use, as selection and grouping, the ticket data they are allowed to view on the tickets.

Can print ticket

We have now made it possible for external ticket operators to print tickets. However, the printed ticket will only contain the ticket data the external ticket operator has the right to see.

Letting an organisation work as final customer and customer organisation

In HD-Advanced you can activate the use of so-called final customers. Final customers can then be created and connected to customer organisations. A new feature in this version is that you can let an organisation work as both a final customer and as a customer organisation. Such an organisation can have users connected to it. Thus it can work as a customer organisation and have tickets registered for it, but it can also be connected as a final customer to customer organisations, and be selected as final customer on tickets registered for those organisations.
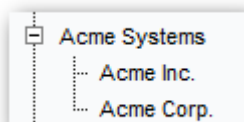

Displaying final customers as a hierarchy

It is now possible to let final customers be sub-organisations to other final customers and by doing so create a hierarchy. In the same way as for customer organisations, you can Under *Administration > Organisations > Final customers* decide to display the organisation structure as a *Tree*.

### Searching for final customers under Advanced search

Under *Search solution > Advanced search* it is now possible to use *Final customer* as selection criteria, to find tickets which have a certain organisation connected to them as final customer.

Searching for final customers upon registration

When you register a new ticket you can now make it possible to search for final customers. Under the menu *New ticket* you click the *Search settings* button at the top of the page, and mark the check box *Include final customers in the search*.

When you then perform a search, any matching customers and final customers will be listed. In the example below, "Acme Corp." is a final customer connected to the customer organisation "Acme Systems". From the search result you can click on, and register the ticket for, that customer organisation.

Further on in the example, "Acme Inc." is both a customer organisation <u>and</u> a final customer. Therefore it is listed first as a customer organisation, with a user you can register the ticket for. Below you find a link to "Acme Systems", which is a customer organisation "Acme Inc." is connected to as a final customer. Thus you can decide if you want to register the ticket for the final customer (which also works as a customer organisation) or for its customer organisation.
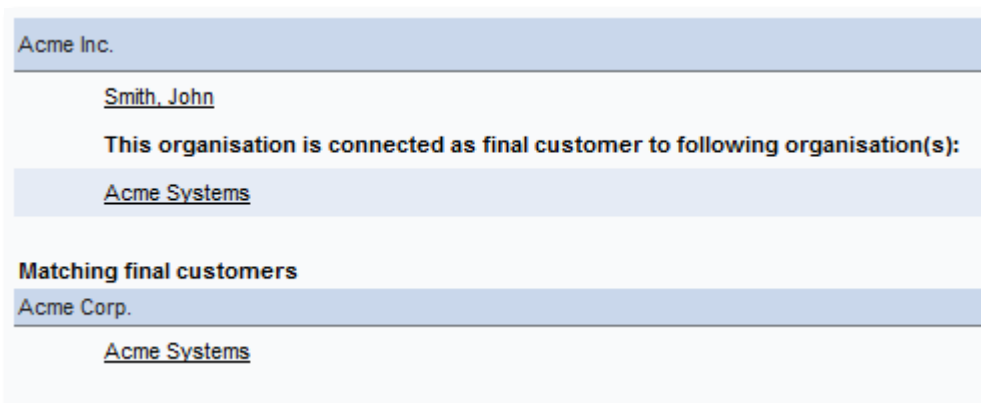
HD-Map

Displaying the address when a spot in the map is marked

HD-Map is a plug-in which lets you, in the ticket form, mark a location in a map. Previously it has been possible to enter a street address to search for, and the spot corresponding to this address has then been marked in the map. If you instead start by marking a spot in the map, the corresponding street address will now be displayed above the map.