HelpDesk

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SOFTWARE FOR THE WEB

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Search solution

Search for address, zip code and town in 'Registered for'

When you enter text in the *Registered for* field in the advanced search, the search will now also be performed in the fields *Address, Zip code* and *Town* of the users.

HD-Map

New map type: Customised GIS Service

HD-Map is a plugin that makes it possible to mark spots or areas on a map. This is suitable for tickets that require area specification.

In addition to using Google Maps, you can now use other map types through a Customised GIS Service. With the Customised GIS Service you can use the map created exactly for your city, municipality... Contact Artisan for more information about how to use a Customized GIS service.

The list in the image displays an example of the base maps and map layers of a Customised GIS Service that are pre-selected as default for all objects. However, this can be changed for each object group and object.
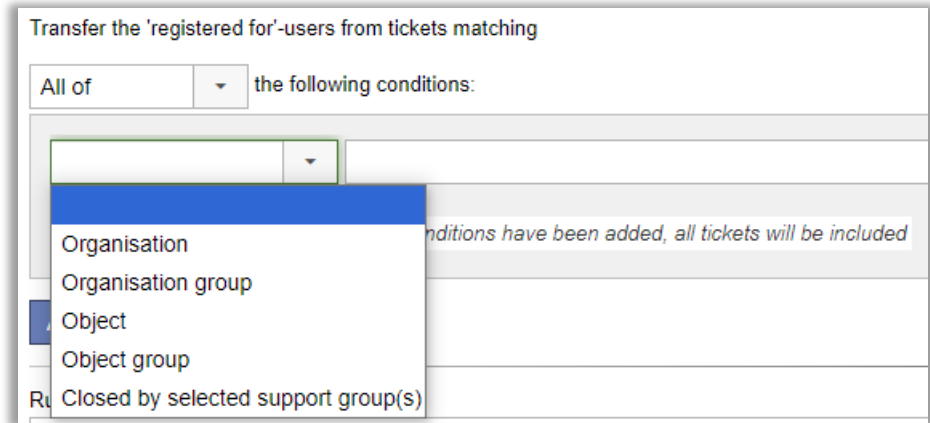
HD-SR

New condition for rules: 'Closed by selected support group(s)'

HD-SR is a plugin that connects Artologik HelpDesk with the survey program Artologik Survey&Report. This allows you to send surveys to your support customers. The ticket's 'registered for' user is transferred from HelpDesk to Survey&Report via rules (one-time or scheduled).

You have previously been able to use the ticket's organisation/organisation group or object group/object as a condition for which tickets are to be affected.

Now you also have the possibility to use which support group closed the ticket as a condition.

Transfer the 'registered for'-users from tickets matching

All of ▾ the following conditions:

▾

nditions have been added, all tickets will be included

Organisation
Organisation group
Object
Object group
Closed by selected support group(s)

Possible to match fields in HelpDesk against respondent categories in Survey&Report

When transferring, you can ensure that ticket information from HelpDesk is matched against desired respondent fields in Survey&Report. We have now made it possible to match ticket information against so-called respondent categories in Survey&Report. The advantage of this is that respondent categories can be used in Survey&Report's report section to filter or group the results.

In addition, we have also added the possibility to match the user or support group who closed the ticket against the desired field in Survey&Report, via the new options *Closed by user* and *Closed by support group* respectively. For example, if you wish to be able to study the results per user or support group, you can create the corresponding respondent categories in Survey&Report and then match them as in the image below.

Match fields:

SR target field	HD source field
First name	First name ▾
Last name	Last name ▾
E-mail	E-mail ▾
Phone	Mobile phone ▾
Organisation	Organisation ▾
Ticket number	Ticket number ▾
Ticket title	Ticket title ▾
Object	Object name ▾
Closed by user	Closed by user ▾
Closed by support group	Closed by supp ▾

New API call

Send delegation email from a ticket

A new API call was created to make it possible for you to trigger the sending of Delegation e-mails to support members for both ticket statuses 'Delegate' and 'New'. To receive such Delegation e-mails triggered by the API, a support member must be a member of the support group handling the ticket and marked in the settings of that support group as being e-mail recipient.

The 'Delegate' e-mail template will be used by the system.

```
▼ POST    /v1/{format}/Tickets/{ticketId}/SendEmail/{emailType}

    Send a message of type [NewTicket/CloseTicket/DelegateTicket] for a ticket

    Uri Parameters:
      {format}:     Defines what data format that's being used.
                    Supported values are: JSON and XML
      {ticketId}:   The ID of the ticket.
      {emailType}:  The type of the ticket event email.

    Input:
    Valid templates  Show xsd
```

You access the API help of your licence by adding the following extension /hd/api.svc/help to your basic URL, such as: https://URL-TO-MY-HELPDESK/hd/api.svc/help