



Nextsense Support System User manual

Outlook features

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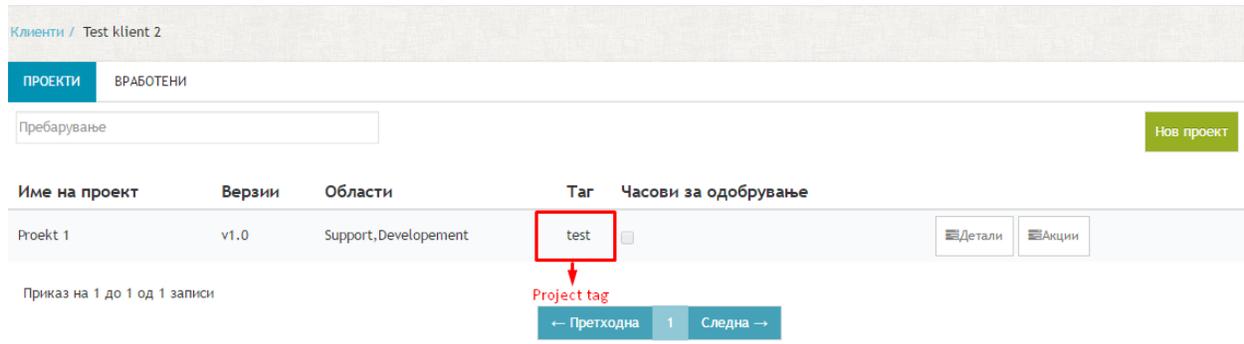
1 Integration of Outlook app with NS Support System

1.1 Creating a new ticket in NS Support System from Outlook app

Important information before creating a new ticket using your Outlook email account is the **Project Tag** of the Project where you want to create the ticket.

This information can be found on the following location: Administration->Clients->Client name.

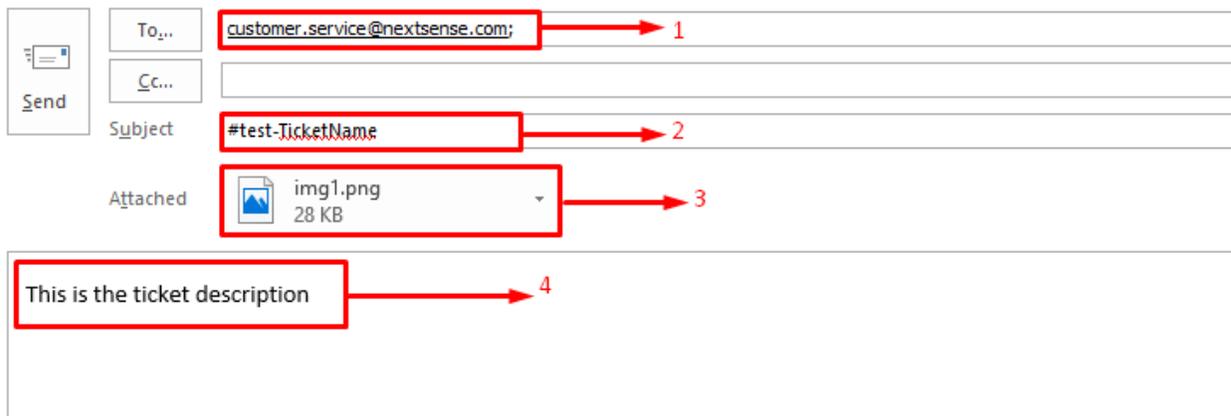
The project tag is marked with red on the picture bellow:



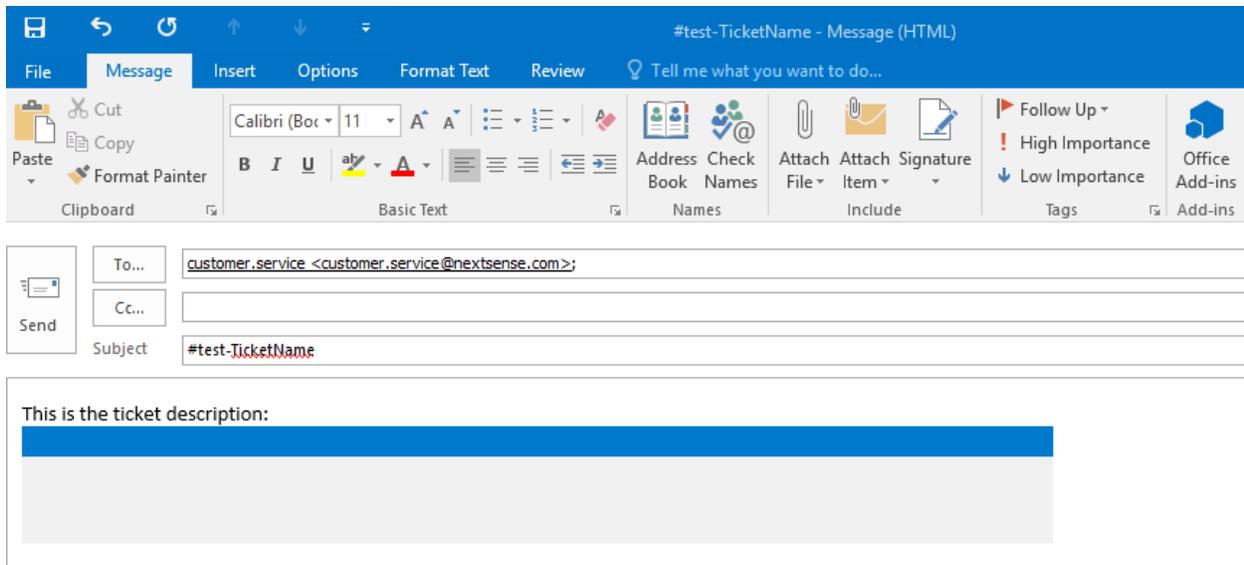
The procedure for creating a new ticket from your Outlook app is consisted of these following steps:

1. Field To: you need to put the following e-mail address: customer.service@nextsense.com
2. Field Subject: this field is consisted of two parts. The first part is the Project Tag with # in front, and the second part is the Ticket Title with – in front. These two parts need to be added in the following order: **#ProjectTag-TicketTitle**
3. Attach files (optional)
4. Field Body is required, because that content will be entered in the Ticket Description

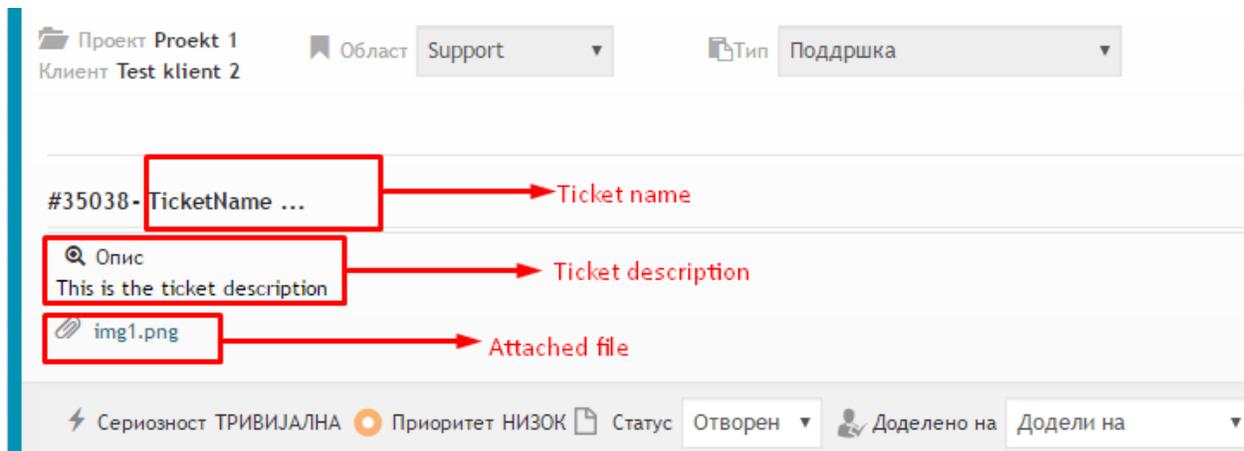
These steps are shown on the picture bellow



The second option for attaching a picture is to copy the picture that you want to add in your ticket description and to paste it into the body field of your message:



Once you complete these steps, you need to send the mail and to log into the NS Support System, where you can find your newly created ticket.



1.2 Adding a comment and attaching a file with Reply on Outlook app

If you want instant reply on some ticket in which you are involved without opening the NS Support System, you can easily do that with the Reply action at your Outlook app on the e-mail you have previously received as a notification from the NS Support System

Further, you are also able to attach a document by using the attach button.

These items are shown on the picture bellow.

The screenshot shows the Outlook 'Compose' window. At the top, there are icons for attaching files, items, and signatures, along with importance settings (High/Low), Bcc/From fields, and Office Add-ins. Below this, there are 'Pop Out' and 'Discard' options. The main composition area includes fields for 'To...' (customer.service@nextsense.com), 'Cc...', and 'Subject' (RE: #35038 - TicketName - Ново барање). An attached file 'img1.png' (28 KB) is shown. The body of the email contains the text 'This is a comment.' followed by a comment box. The comment box displays the following information:

From: customer.service@nextsense.com [mailto:customer.service@nextsense.com]
Sent: Thursday, April 6, 2017 4:22 PM
To: Olivera Nedelkoska <oliveran@nextsense.com>
Subject: #35038 - TicketName - Ново барање

The comment content includes the Nextsense Customer Service logo, the title 'Ново барање', the text 'Барање [TicketName](#)', and the start of a sentence: 'за проектот **Proekt 1** ,клиент **Test klient 2**, е креирано од страна на

The text you put in the body field of your e-mail and the document that you attached in the mail will be shown as a comment on the ticket where the active conversation is.

The second option for attaching a picture in your comment without using the attach file option in Outlook, is to copy the picture that you want to add in your comment, and to paste it into the body field of your message:



After the e-mail is sent, you can log into the NS Support System, open the ticket details and there you can see your comment and attached file.

