

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:

Клиенти / Test klient 2								
ПРОЕКТИ ВРАБОТЕНИ								
Пребарување				н	юв проект			
Име на проект	Верзии	Области	Таг	Часови за одобрување				
Proekt 1	v1.0	Support, Developement	test					
Приказ на 1 до 1 од 1 запис	и		Project tag ← Претхо	одна 1 Следна →				

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
- 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

ت= ا Send	То <u>.</u>	customer.service@nextsense.com;
	<u>C</u> c	
	S <u>u</u> bject	#test-JicketName 2
	A <u>t</u> tached	img1.png 28 KB 3
This is	the ticket d	escription 4

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:

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B	5	Q	Ŷ	ψ ÷	Ŧ	#test-TicketName - Message (HTML)					
File	Mes	isage	Insert	Options	Format Text	Review	♀ Tell me	what you	u want to do		
Paste	K Cut Copy Form	at Paint	Calib er B	ri(Bo(+ 11 I <u>U</u> 2		• 🗄 • 🇞	Address C Book N	Check James	Attach Attach Signature File* Item* *	 Follow Up • High Importance Low Importance 	Office Add-ins
C	lipboard		E.		Basic Text	G.	Name	ts.	Include	Tags 🗔	Add-ins
5end	To customer.service <customer.service@nextsense.com>; Cc customer.service@nextsense.com>; Subject #test-TicketName</customer.service@nextsense.com>										

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.

🗁 Проект Proekt 1 Клиент Test klient 2	Област Support	¥	Тип Поддршка	٣	
#35038- TicketName		►Ticket name			(
@ Опис This is the ticket descr	iption	Ticket description	on		
img1.png	► Attac	ched file			
4 Сериозност ТРИВИ	IJАЛНА <u>О</u> Приоритет НИЗ	ОК 🖺 Статус Отв	орен 🔻 🧞 Доделено	о на Додели на	*

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.



Attach Attach Signature File Them Them The Include	Image: High Importance Image: Ima	~
Pop Out 🗙 Disc	card	
То	customer.service@nextsense.com	
Send Cc		
Subject	RE: #35038 - TicketName - Ново барање	
Attached	img1.png 28 KB	
This is a second second		
From: customer.se Sent: Thursday, Aj To: Olivera Nedel Subject: #35038 -	ervice@nextsense.com [mailto:customer.service@nextsense.com] pril 6, 2017 4:22 PM koska <oliveran@nextsense.com> TicketName - Ново барање</oliveran@nextsense.com>	
	Ново барање	
	Барање IICKEtName	
	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:



Pop Out 🗙 Discard

ت= Send	To Cc Subject	<u>'customer.service@nextsense.com'</u> RE: #35038 - <u>TicketName</u> - <u>Ново</u> барање	
This is	a second c	comment:	

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.

🗁 Проект Proekt Клиент Test klient	1 Област S	upport	Тип	Поддршка	Ŧ
#35038- Ticketl	Name				
🗲 Сериозност	ГРИВИЈАЛНА 🔵 Прис	оритет НИЗОК 🖺	Статус Отворен	🔹 🧞 Доделено на	Додели на
ФКОМЕНТАРИ	I≣ ЗАДАЧИ				
9 Коментари					
Методи Јанев 09.04.2017 22:18	Test komentar comment				
Olivera Nedelkoska 10.04.2017 12:51	This is a comment.	att	ached file		