Systems-Intelligent GmbH, Heimatsgarten 7, 36110 Schlitz

Smart Favorites Manual

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Create a favorite

You can use the favorite task to save each work item as a favorite. This means you can view your personal work item favorites in the example view (or you can create your own views) under the configuration items. You can also inform yourself about comments in the analyst and end user comment log. For example, when an analyst sends a status to the end user, you can receive the same message at the same time, keeping you up to date on important work items. If you don't want to be informed about comments anymore, you can simply go back to the respective work item and disable the comments for analyst and end user by using the favorite task.

Edit favorite
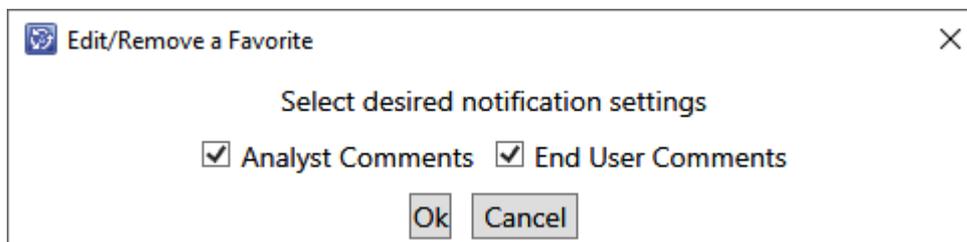
Remove favorite

If you no longer need a favorite, you can simply go tot he workitem and click on the favorite task. In the Edit/Remove Dialog you can remove the favorite.

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Notification templates

2 In order to send notifications for analysts and end user comments, the respective templates must first be defined in the favorite settings (you can find these in the Service Manager administration settings view).
For this, a template for analyst comments must be based on the class

Trouble Ticket Analyst Comments .

For end user comments the template must be based on the class

Trouble Ticket User Comments .

Favorite Settings

In the favorites settings you can define the notification templates for analysts and end user comments.

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