



SER-2 - Email requests enabled


Created: 2019-09-01 Updated: 2019-09-04

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|-----------------|---------------------|------------------|-----------------|
| Project: | ServiceDesk | Type: | Service Request |
| Status: | Waiting for support | Priority: | Medium |

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|--------------------|--------------|------------------|------------------|
| Assignee: | Johan Brodin | Reporter: | Example Customer |
| Resolution: | | | |
| Labels: | | | |

| SLA | | | |
|---------------------|----|-----------------|------|
| SLA first response: | 4h | Remaining Time: | -20h |
| SLA resolution: | 8h | Remaining Time: | -16h |

| Description |
|---|
| <p>This service desk project has been configured to receive customer requests via email.</p> <p>Emails sent to support@bojaprod.atlassian.net will be automatically triaged into your queues, so you can keep track of all your customer requests in one place.</p> <p>Customers will receive comments you share with them via email. When customers reply to these emails, their replies will appear as issue comments.</p> |

| Issue Links |
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| <p>is blocked by  SER-3 Login not working Medium Waiting for support</p> |

| Attachments |
|-------------|
| |

| Comments |
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| <p>Johan Brodin - Created: Sunday 9:16 PM Updated: Sunday 9:16 PM</p> <p>Analyzing request</p> |