



## **ServicePRO Web**

*Fast Mode*



## Overview

ServicePRO Web fast mode presents the support rep with a simple, user friendly, request listing view. Fast Mode facilitates the support rep to glance through their requests, put them into their service, make quick updates and/or send email.

## Enable Fast Mode

Fast mode is enabled from the Portal Designer – Licensed User Options.

**NOTE:** *Portal Designer is only available for ServicePRO Administrators. For more information, please refer to [ServicePRO Web Portal Designer](#).*

A screenshot of the ServicePRO Portal Designer interface. The left sidebar shows a navigation menu with options: Home, Fast Mode Listing, Service Requests, Messages, Best Solution, Portal Designer (selected), General, End User, and Licensed User. The main content area displays the 'Fast Mode' configuration settings. At the top, there is a 'Menu' section with 'Home Page Widgets', 'Request', and 'Email' options. Below this is a checked checkbox for 'Audit My Workstation'. The 'Fast Mode' section includes: 'Enable Fast Mode' with a 'Yes' toggle switch; 'Team Assignment for Fast Mode' with a link to 'FastMode Test'; 'Public Queries for Fast Mode' with a link to 'Public Query'; and 'Send Email From' with a dropdown menu currently set to 'User Email Account'.



When fast mode is enabled, ServicePRO administrator will have three additional options to configure:

The screenshot shows the ServicePRO administrator interface. At the top, there is a navigation bar with a 'Menu' icon and links for 'Home Page Widgets', 'Request', and 'Email'. Below the navigation bar, there is a checkbox for 'Audit My Workstation' which is checked. The main section is titled 'Fast Mode' and contains four configuration options:

- Enable Fast Mode:** A toggle switch set to 'Yes'.
- Team Assignment for Fast Mode:** A dropdown menu with 'FastMode Test' selected.
- Public Queries for Fast Mode:** A dropdown menu with 'Public Query' selected.
- Send Email From:** A dropdown menu with 'User Email Account' selected.

### 1. Team Assignment for Fast Mode

- Select Teams for which Fast Mode will be enabled in ServicePRO Web.
- Fast Mode will be enabled for all the users under these teams when they log into ServicePRO Web.
- Users who are not part of any of these teams will be presented with the normal home page in ServicePRO Web.

### 2. Public Queries for Fast Mode

- Select List of Public queries to display in the dropdown option in the Fast Mode home page.
- The very first public query selected will be loaded in the fast mode request listing view by default.
- From the landing fast mode view itself, the support rep will be able to select from the available public queries, or from the In-Queue view and In-Service view. The selected view will be persisted for the user whenever the user logs back in.

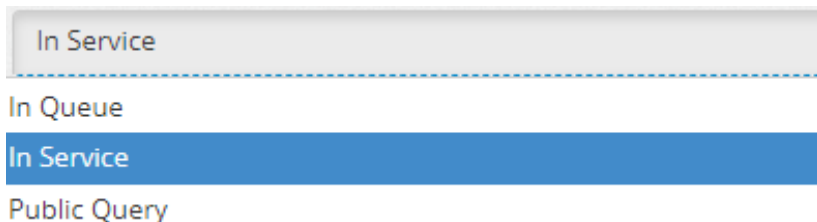
### 3. Send Email from Fast Mode

- Option to specify if the User email account or the System email account is to be used while sending email from Fast Mode.



## Fast Mode Request list view

In the Fast Mode Request Listing view, there are three drop-down Options:



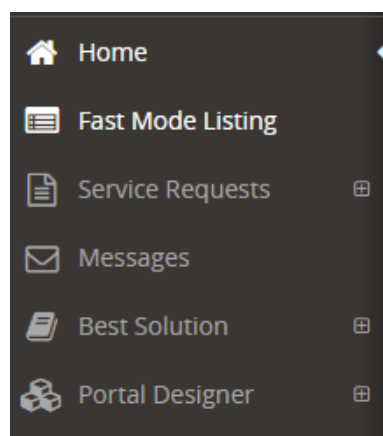
1. **In Queue** – Shows all the requests “In Queue” Status for current user.
2. **In Service** – Shows all the requests “In Service” for current user.
3. **Public Query** – Shows all public queries specified under Portal Designer, “Public Queries for Fast Mode”.

### Tool bar options:



- **Home** - icon tool bar option takes the user back to the regular home page.

**NOTE:** User have the option to go back to “Fast Mode Listing View” from the Home Page.



- **Refresh** – option refreshes the list
- **Details** – option opens the detailed preview of the request
- **Edit** – option enables to perform a quick edit inline in the grid.



## Fast Mode Edit view

In Fast Mode Edit View, user will only be allowed to edit limited properties that are listed below and send email:

### Properties Tab:

1. **Assign** – on/off switch option thus facilitating the user to quickly assign or un-assign the current request to themselves.
2. **Suspend** – on/off switch option thus facilitating the user to quickly suspend or activate (set to ASAP) the current request.
3. **Close** – on/off switch option thus facilitating the user to quickly close or reopen the current request.
4. **Memo** – Allows the user to enter a quick plain text memo.

### Email Tab:



**NOTE:** 'From' email address will be taken as current user's email address or Default System Email Account based on the option set under 'Fast Mode' section in Licensed User Portal Designer options.

1. **To field** – This field will be defaulted to the requester. The support rep will have the option to choose other user email addresses as recipients and the field has autocomplete feature enabled.
2. **Subject** – This will be set by default with the title of the current request. If the 'From' email address is System Email Account, then the Subject field will be hidden.
3. **Mail Body** – Allows the user to enter Rich Text memo.

## Fast Mode Details View

In Fast Mode Detail View, only limited fields as listed below are available to preview and edit:

### Details Tab:

1. **Update Request** - User can update the current request and send an email under this option.





2. **Activity Stream** – Shows all the current and past activities related to the request

Activity Stream


Search activity


Recent Activities ▾

Feb 14, 11:18 AM  
Dhawal  7 sec worked on Wed, 14-Feb-2018 at 11:19 AM ●


 **Workflow**


- Forwarded to SELF: Dhawal

Feb 14, 11:18 AM  
Dhawal  11 sec worked on Wed, 14-Feb-2018 at 11:18 AM ●


 **Workflow**

- Category set to [Eval142103E Co\Default Category]
- Request CLOSED

Feb 13, 3:05 PM  
Business Rule S...  Memo (Private Memo)

 **Workflow**

- Forwarded to SUPPORT REP: Dhawal in Queue: Inbox\Dhawal
- Priority set to [Medium]

 **Activity**



### Properties Tab:

A screenshot of the ServicePRO web interface showing the 'Properties' tab. The interface has a top navigation bar with a home icon and a back arrow. Below this is a toolbar with a refresh icon and a save icon. The main content area has two tabs: 'Details' and 'Properties', with 'Properties' being the active tab. The 'Properties' tab contains four rows of information: 'Email Notifications:' with a link to 'Email notification disabled'; 'Assigned To:' with a link to 'Dhawal'; 'Begin Work:' with a link to 'ASAP'; and 'Closed:' with a toggle switch currently set to 'No'.

1. **Email Notifications** – Option to enable or disable Automatic Email Notification to Requester and CC list recipients.
2. **Assigned To** – User has the option to Assign or Unassign the current request to Self or other Support Reps.
3. **Begin Work** – User have the option to change the Wait Status from 'ASAP', 'Waiting for Response', 'Suspend' or 'Schedule' the request
4. **Closed** – on/off switch option thus facilitating the user to quickly close the current request.





## Fast Mode Logout

Exit/Sign out option is located at the top-right corner as shown below.



## Fast Mode New Request

New Request option is enabled via ServicePRO Database.



Please insert the following record in the table **tblOptions** in order to enable “New Request” Option.

```
If not exists(select * from tblOptions where LngObjectType = 16384 and OptionId = 16984)
  Insert into tblOptions values (0, 16384, 16984,1,null,'Fast Mode Licensed User - New Request')
else
  update tblOptions set LngValue = 1 where LngObjectType = 16384 and OptionId =16984
GO
```

When user clicked on “New Request”, they will be taken into the regular ServicePRO Web Interface to log a new request.