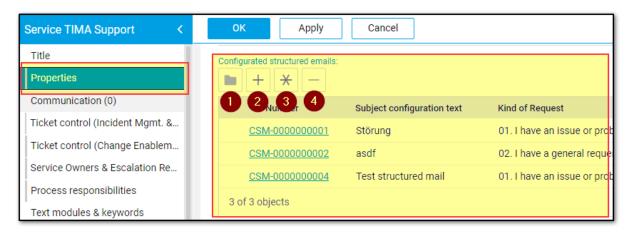
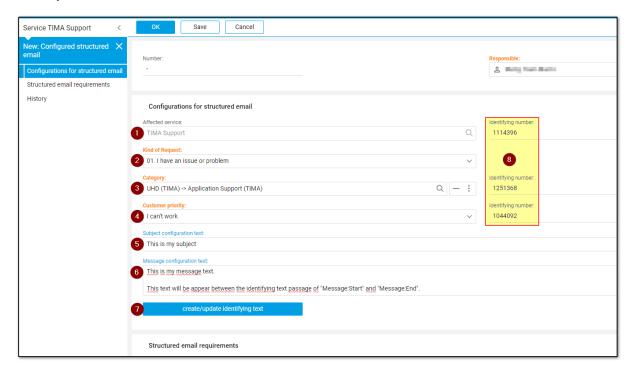
## 1 – Service configuration dialog in TIMA WebApp

The section "Properties" has the list "Configurated structured emails" included. These objects are only to support the configurators to get a fast overview, what is needed for the correct recognizing of structured emails.



- (1) Open the selected object
- (2) Add an existing object to service
- (3) Create a new object
- (4) Remove the selected object

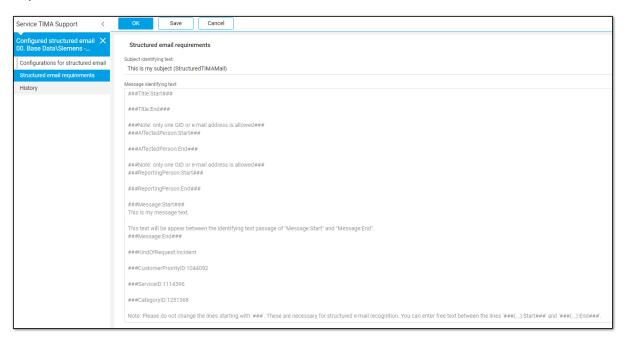
Adding a new object, the following screen will appear (open an existing object the screen will be similar).



- (1) (4) are mandatory fields
- (5) (6) are optional fields
- (7) The button is enabled if all mandatory fields are filled
- (8) Please be informed: the identifying numbers can be different between the UAT and PROD

# TIMA-Release 1.6 – Information's structured emails 1 – Service configuration dialog in TIMA WebApp

After using the button "create/update identifying text" the fields in the section "Structured email requirements" are filled.



The field "subject identifying text" contains the value of the field "Subject configuration text" and the global configurated structured email-identifier.

The field "Message identifying text" contains a preconfigured message for processing as structured email, which could be copied and used as template.

### 2 – Technical details for structured email

Mandatory text passage for the subject, that the email is recognized as a structured email:

#### (StructuredTIMAMail)

Note: This text will be deleted if the subject will be filled into the ticket title.

Mandatory text passages for the message, that a ticket will be created, if all delivered values are valid:

#### ###AffectedPerson:Start###

[GID or email-address]

Note: only one GID or e-mail address is allowed

###AffectedPerson:End###

#### ###ReportingPerson:Start###

[GID or email-address]

Note: only one GID or e-mail address is allowed

#### ###ReportingPerson:End###

###ServiceID: [identifying number of service object]

###KindOfRequest: ['Incident' or 'ServiceRequest']

###CustomerPriorityID: [identifying number of customer priority object]

Note: Must be a valid value for the delivered kind of request

###CategoryID: [identifying number of category object]

<u>Note</u>: Must be a valid value for the delivered kind of request and service

Optional text passages for the message:

#### ###Title:Start###

[free entered text]

<u>Note:</u> This text will be filled into the title of the resulting ticket. If this is empty or the identifier '###Title:Start###' and '###Title:End###' are not given, the subject will be filled into the title.

#### ###Title:End###

#### ###Message:Start###

[free entered text]

<u>Note:</u> This text will be filled into the description of the resulting ticket. If this is empty or the identifier '###Message:Start###' and '###Message:End###' are not given, the whole html or plaintext body will be filled into the description.

#### ###Message:End###