

1 – Service configuration dialog in TIMA WebApp

The section "Properties" has the list "Configured 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.

Number	Subject configuration text	Kind of Request
CSM-0000000001	Störung	01. I have an issue or problem
CSM-0000000002	asdf	02. I have a general request
CSM-0000000004	Test structured mail	01. I have an issue or problem

3 of 3 objects

- (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).

Number: -

Responsible: [User]

Configurations for structured email

Affected service: (1) TIMA Support

Kind of Request: (2) 01. I have an issue or problem

Category: (3) UHD (TIMA) -> Application Support (TIMA)

Customer priority: (4) I can't work

Subject configuration text: (5) This is my subject

Message configuration text: (6) This is my message text.

(7) create/update identifying text

Identifying number: (8) 1114396

Identifying number: 1251368

Identifying number: 1044092

This text will be appear between the identifying text passage of "Message:Start" and "Message:End".

- (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 screenshot shows a web application window titled "Service TIMA Support". It has a sidebar on the left with a tree view containing "Configured structured email 00. Base Data\Siemens -...", "Configurations for structured email", "Structured email requirements" (which is selected and highlighted in blue), and "History". The main area is titled "Structured email requirements" and contains the following text:

Subject identifying text:
This is my subject (StructuredTIMAMail)

Message identifying text:
###Title:Start###
###Title:End###
###Note: only one GiD or e-mail address is allowed###
###AffectedPerson:Start###
###AffectedPerson:End###
###Note: only one GiD or e-mail address is allowed###
###ReportingPerson:Start###
###ReportingPerson:End###
###Message:Start###
This is my message text.
This text will be appear between the identifying text passage of "Message:Start" and "Message:End".
###Message:End###
###KindOfRequest:Incident
###CustomerPriorityID:1044092
###ServiceID:1114396
###CategoryID:1251368

Note: Please do not change the lines starting with '###'. These are necessary for structured e-mail recognition. You can enter free text between the lines '###(...)Start###' and '###(...)End###'.

The field “subject identifying text” contains the value of the field “Subject configuration text” and the global configured 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]

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

Optional text passages for the message:

###Title:Start###

[free entered text]

Note: 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]

Note: 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###