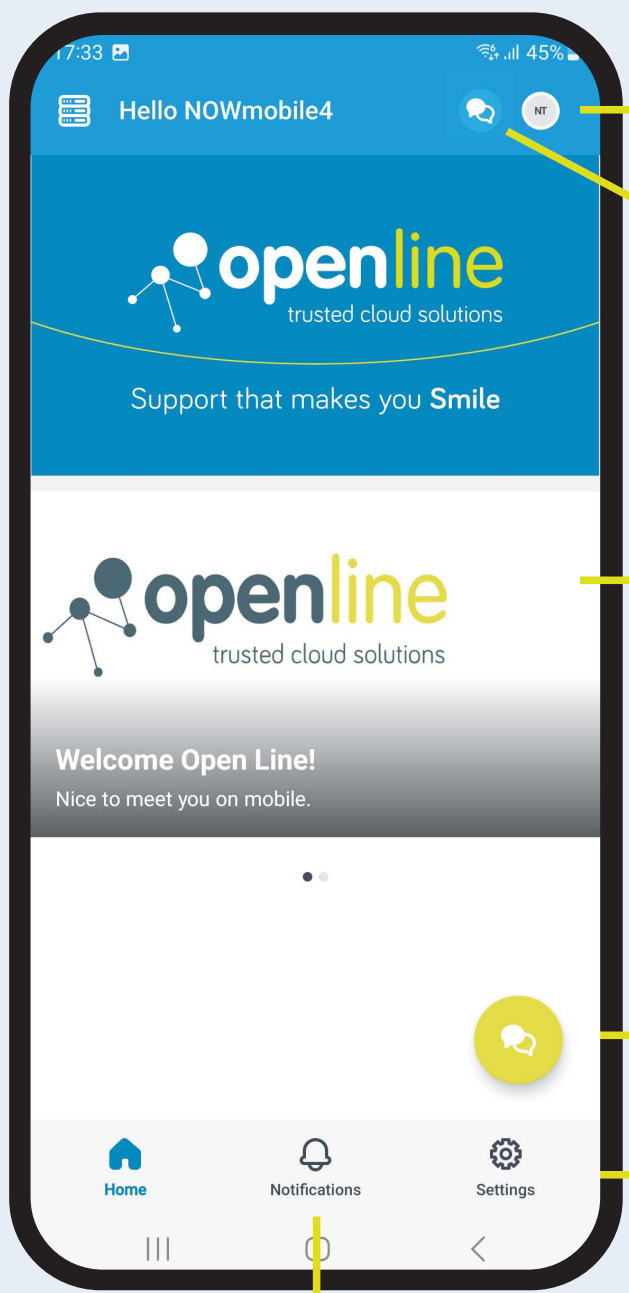# MANUAL USE THE SUPPORT NOW APP

The Support NOW app is here for everyone; whether you work in healthcare or the municipality, whether you're at your workplace or at home on the couch, the Open Line Service Desk is now closer than ever. From your mobile phone you always have our chatbot, chat function and information relevant to you at hand. You also can approve a solution or request with a single click.

Fast, simple and available everywhere; Support that makes you Smile NOW!
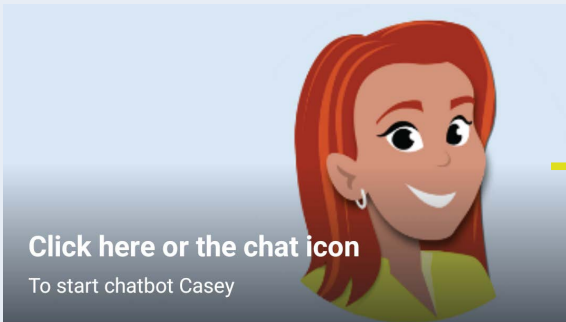
STEP 1 - Homepage

Shortcut to your profile
Name, E-mail and Manager

Chat icon for iPhone
To start chatbot Casey

Media carousel showing information relevant to you
Swipe through the various articles

Chat icon for Android
To start chatbot Casey

App Settings
For example, you can set your language here

Notifications
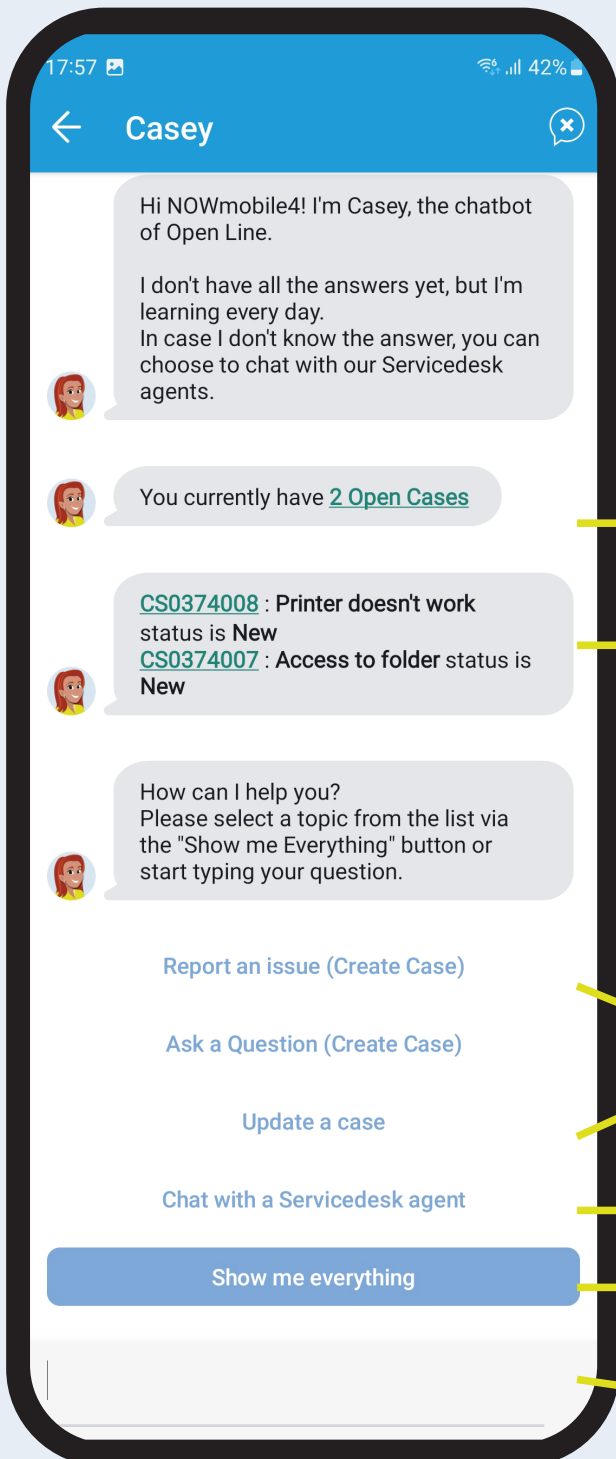Find all app notifications here

Open chatbot Casey via the chat icons

Or by clicking the Casey article in the Media carousel.

Click here or the chat icon
To start chatbot Casey

17:57   🖼️   📶 .ıll 42% 🔋

← **Casey**   ⊗

Hi NOWmobile4! I'm Casey, the chatbot of Open Line.

I don't have all the answers yet, but I'm learning every day.
In case I don't know the answer, you can choose to chat with our Servicedesk agents.

You currently have **2 Open Cases**

CS0374008 : **Printer doesn't work** status is **New**
CS0374007 : **Access to folder** status is **New**

How can I help you?
Please select a topic from the list via the "Show me Everything" button or start typing your question.

Report an issue (Create Case)

Ask a Question (Create Case)

Update a case

Chat with a Servicedesk agent

Show me everything

Chatbot Casey welcomes you, provides an overview of your open cases (if any), creates or updates a case or initiates a chat conversation with 1 of her Servicedesk colleagues.

Link to your open cases
(see step 3)

Link to the caseform of the applicable case
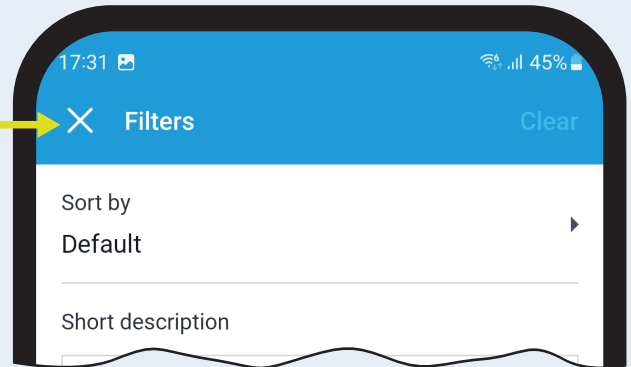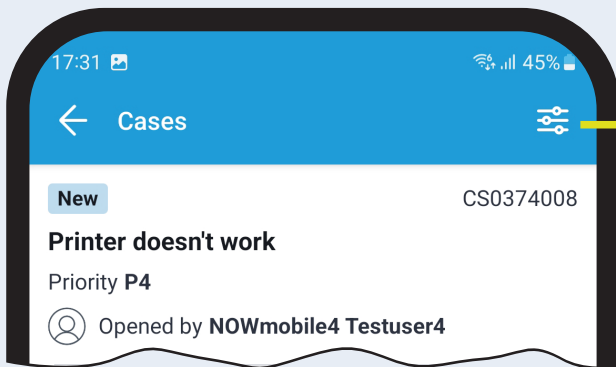(see step 4)

Create or update a case

Start a chatconversation

Find out what other topics Casey can help with

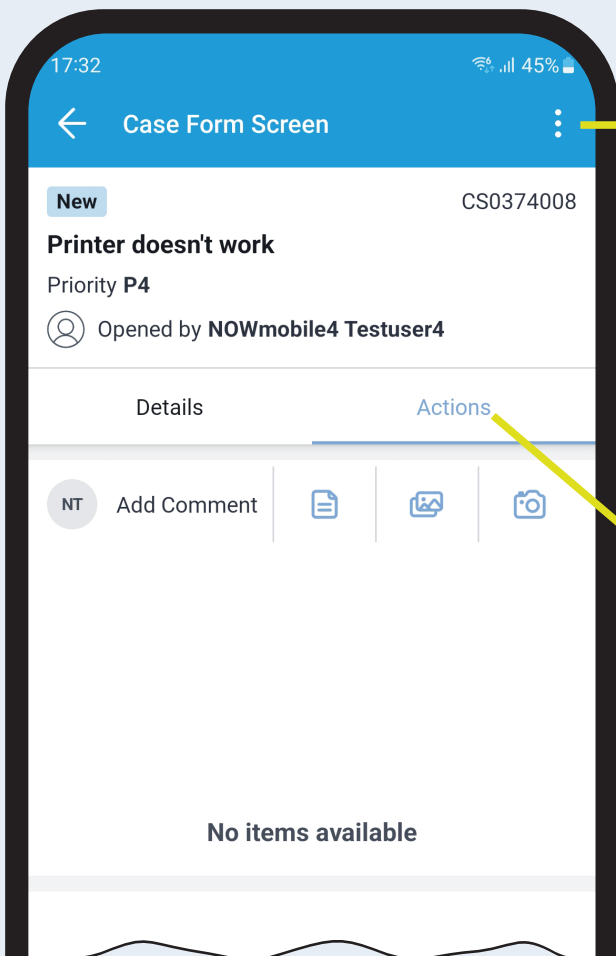**Type your question**

After clicking the link to your open cases, you will be taken to the Case page. You can search within your cases using the filter at the top right.
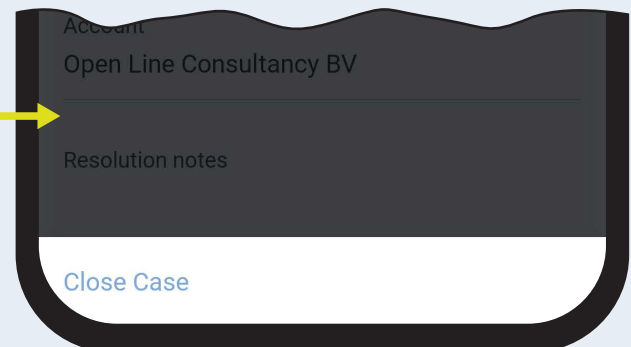

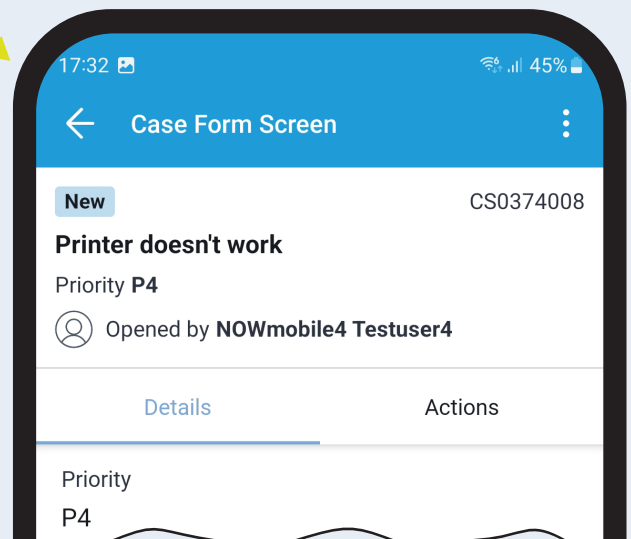After clicking the link to a specific case, a page opens displaying the summary of the case's information.

You can close the case using the 3 dots at the top right. The status of the case changes to Close.

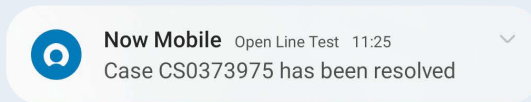The Actions tab allows you to add a comment, file or photo to your case.

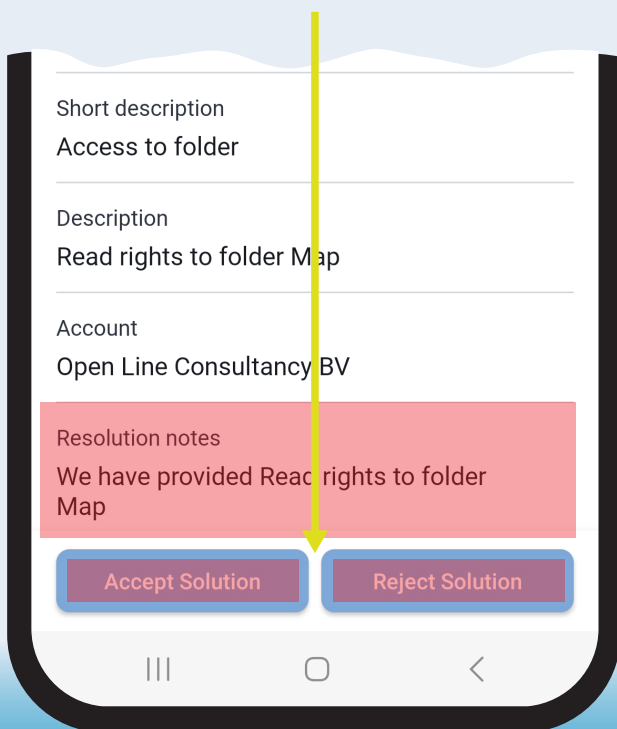**Accept or reject the resolution of a case, approve or reject a request.**

The example below details the steps for accepting or rejecting a solution. The steps for approving or rejecting a request are mostly the same.

If the Open Line service desk has resolved your case or if you need to approve a request as a manager, you will receive a push notification on your phone.

Now Mobile Open Line Test 11:25
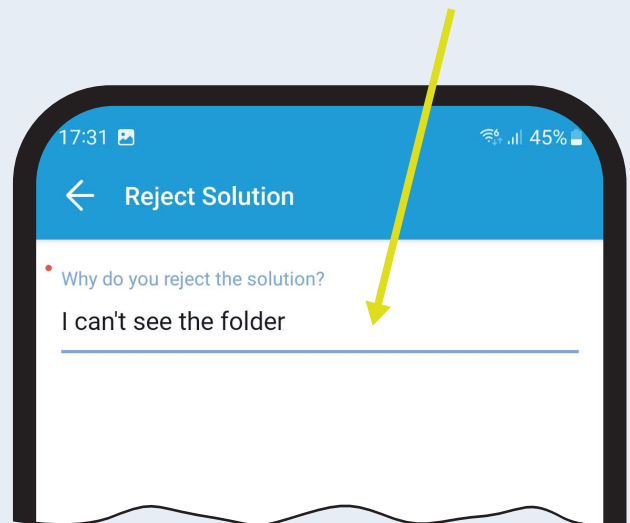Case CS0373975 has been resolved

Click on this notification to go to the case. Here, under "Resolution notes", you can read what action was taken to resolve your issue or answer your question.

At the bottom, click the "Accept Soluti-on" or "Reject Solution" button.

Short description
Access to folder

Description
Read rights to folder Map

Account
Open Line Consultancy BV

Resolution notes
We have provided Read rights to folder Map

Accept Solution   Reject Solution

If you reject the solution, indicate in the follow-up question why you reject the solution and submit your answer.

17:31

← Reject Solution

Why do you reject the solution?
I can't see the folder

Enjoy working with the Support NOW app!

openline
trusted cloud solutions

Support that makes you **Smile**