

LANDPARK HELPMAIL

Landpark, comprehensive IT Asset Tracking and ITIL Help Desk solutions

LANDPARK HELPMAIL ALLOWS EMAILS TO BE SENT IN THE LIST OF REQUESTS OF LANDPARK HELPDESK

Landpark HelpMail allows you to receive your emails into the list of requests, in order to manage them more effectively through Landpark Helpdesk

The Landpark HelpMail service allows to create a request/demand in Landpark Helpdesk from sending an email.

Landpark HelpMail Param is a tool that makes it easy to edit options files settings of Landpark HelpMail. It allows to configure:

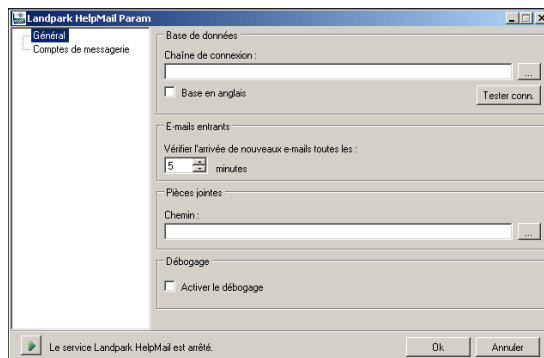
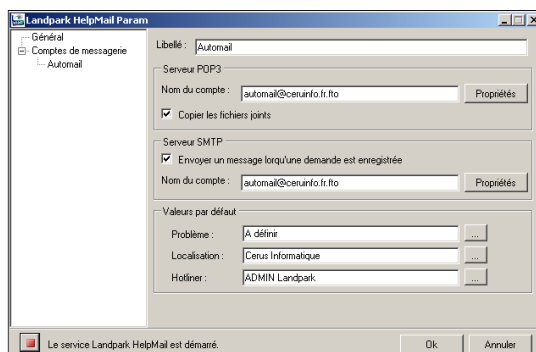
- ▶ The connection string to the Landpark database,
- ▶ Defaults values to be used if they can not be deduced from the email,
- ▶ Settings of the mail server,
- ▶ Settings of Landpark HelpMail service.

Landpark HelpMail also allows to start and stop the Landpark HelpMail service easily. Note that it is preferable to associate with the Landpark HelpMail service a user with rights to write to the event log file, this in order to log eventually a malfunction of the application.

Two types of e-mail are currently managed by the application:

▶ **Standard emails:** a standard email is a simple e-mail that the user send. In this case the content of the email is fully included in the description field of the request when received into Landpark Helpdesk. If the sender of the email is already an identified user into Landpark Helpdesk, then he will be defined as the requester. For the problem and the location associated with the request default values will be used.

▶ **Types emails:** types emails are emails in which we defined tags and where various fields of the request are to be filled. The text between the opening tag and the closing tag will be associated with the corresponding field. Tags currently supported by the application are:



```
<nomDemandeur></nomDemandeur>  
<prenomDemandeur></prenomDemandeur>  
<telDemandeur></telDemandeur>  
<emailDemandeur></emailDemandeur>  
<probleme></probleme>  
<nomLocalisation></nomLocalisation>  
<description></description>  
<precisions></precisions>  
<infostech></infostech>
```

Tags about the user may be used to create a request for a non-identified user. If an item in a tag can not be identified in the database then the default value will be used.

It is not recommended to mix in an email containing parts tags and parts containing portions of text.

