Configuring iSupport® Mobile Layouts and Settings

You can access iSupport via a tablet, smart phone (iPhone or Android), or WAP (Wireless Application Protocol) phone for in-the-field updates to iSupport data, inside or outside the firewall, with interfaces optimized for your device.

- You can use a smart phone, WAP phone, or tablet to access iSupport **outside** the firewall via the iSupport Mobile Desktop URL (http://*<server>*/Mobile/ by default).

    - **If using a smart phone (iOS, Android, or Blackberry) or tablet**, you can use an HTML5 interface that includes mobile-enabled Incident views, incident creation and update functionality, and a Check In feature for tracking via the Rep Map Desktop component. Note that Windows phones are not supported.

    - **If using a WAP-enabled phone**, you can create, edit, and view Incident, Change, Customer Profile, and Company records using a simple web interface.

- You can use a smart phone or tablet to access iSupport **inside** the firewall using an HTML5 interface via the iSupport application URL (http://*<server>*/Rep/ by default).

    If using a tablet, you have the option of using rich tablet-optimized screens for creating and updating work items.

To configure mobile settings for support representatives, follow the steps in the next section to configure access and then see "Configuring the Layout for the Rep HTML5 Interface" on page 2 to configure the layout if using a smart phone or tablet. See "Accessing the mySupport Portal on a Mobile Device" on page 10 for information on configuring the mySupport portal on a mobile device and mobile detection settings.

Note: Layouts configured via the Layout screen in each module **will not** apply to smart phones; only layouts configured via the Mobile Layouts and Settings screen will apply to the HTML5 interface.
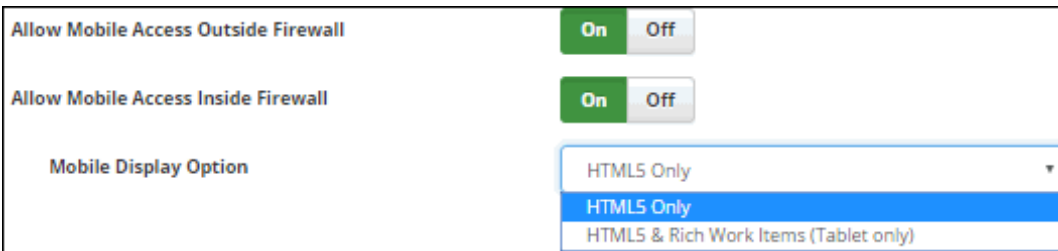
You can use a QR code generated in the Asset or Configuration Item screen to add an item to an incident, problem, or change via the mobile interface, but note that the QR code reader option for selecting an asset or CI in the HTML5 mobile interface will be hidden if using an Android device.

Location services must be enabled on the device and on the browser for the Rep Map Check In feature.

Configuring Mobile Access for Support Representatives

To configure access to iSupport via a mobile device:

1 If accessing iSupport outside the firewall, do the following; if accessing iSupport inside the firewall, go to step 2.

   a Ensure that the Mobile Desktop is installed via the iSupport setup.exe file. The default installation is location is: [Program Files]\iSupport\MobileRepClient. The utility creates an IIS virtual directory pointing to [Program Files]\iSupport\MobileRepClient with the name specified by the administrator.

   b Enter the Mobile Desktop URL in the Core Settings | Global Settings screen.

2 Enable mobile access and display options for individual support representatives via the Core Settings | Support Representatives | Profile screen. If accessing iSupport inside the firewall, it must be done via a smart phone or tablet. You can enable a rich work item interface in addition to the HTML5 interface if using a tablet.

A support representative can display iSupport's full Desktop instead of iSupport's mobile interface upon login via a mobile device by selecting Full Desktop Site in the Mobile Display field on the Profile Details tab in the Preferences screen. The Preferences screen is accessed via the dropdown on the profile menu at the top of the Desktop.

3 If accessing iSupport via a smart phone or tablet, do the following:

a Configure the layout for the HTML5 interface. See the next section.

b To enable a view to display on the HTML5 interface, open the view in the View Designer and select Yes in the Enabled for Mobile field.

Configuring the Layout for the Rep HTML5 Interface

Use the Options and Tools | Customize | Layouts | Mobile Layouts and Settings screen to configure the fields that will appear when support representatives access iSupport via a smart phone or tablet:

• The fields on a Feed screen appear when the Search feature is accessed and when results display

• The fields on a Detail screen appear when:

    • A work item (incident, problem, change, knowledge entry, or asset) is viewed or created, and

- A customer, company, or support representative Profile record is viewed.

To design a feed or detail layout, drag an available field to the Layout Designer. You can drag a field vertically to reorder fields in the Layout Designer. Select ▶ Details View to switch from a feed layout to a details layout.

Select Yes in the **Display Avatars** field if you wish to include the customer's avatar when you display customer information (by selecting Search in the Home screen, the Customer Customer option in the Incident Detail screen, and the ⊙ Details option in the Incident detail screen).

Select Yes in the **Check In on Login** field to automatically check in the user for tracking via the 🌐 Rep Map dashboard component on the Desktop (location services must be enabled on the device). This feature displays the last known GPS location of any user logged into the mobile application.

Incident Layouts

The Incident Feed layout determines the content that appears when you search incidents via the 🔍 Search option on the Home screen or icon bar at the bottom of the screen.
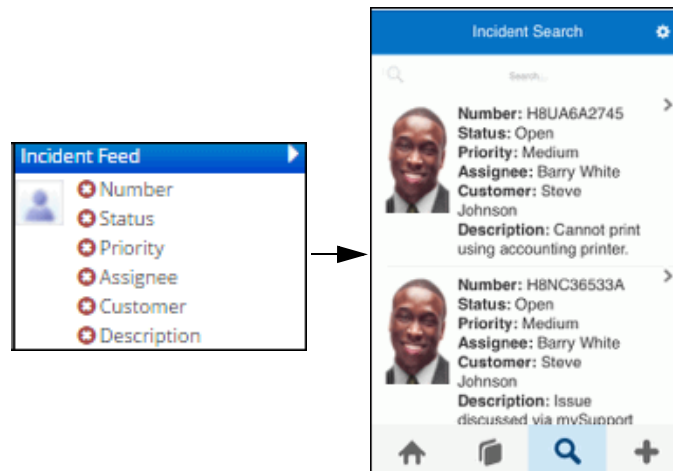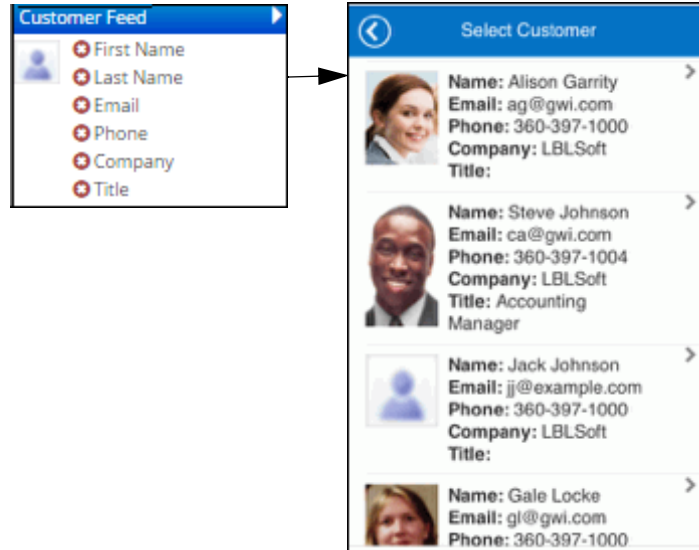

The Incident Details layout determines the content that appears when you create or view an incident.
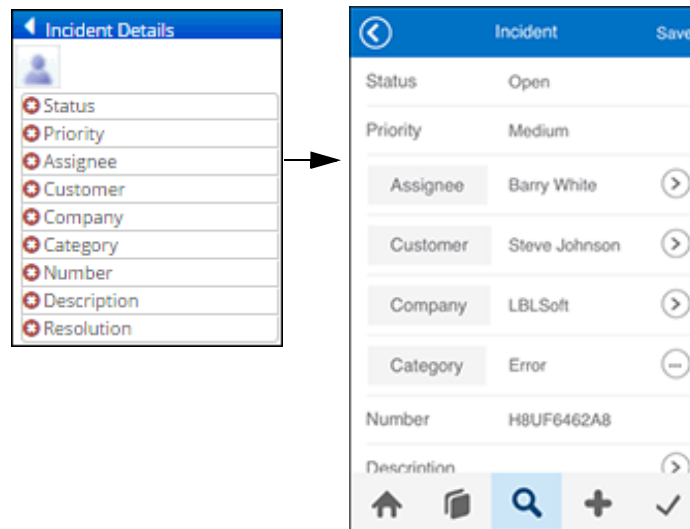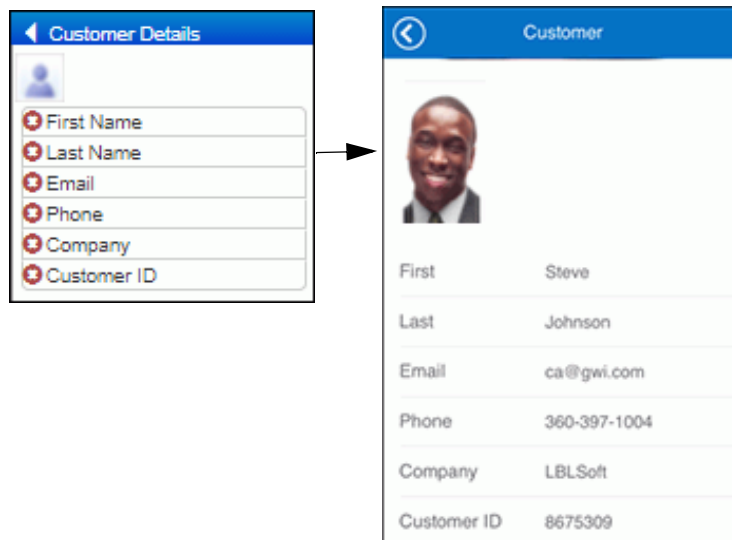
Customer Layouts

The Customer Feed layout determines the content that appears when you select the `Customer` Customer option in the Incident Detail screen.
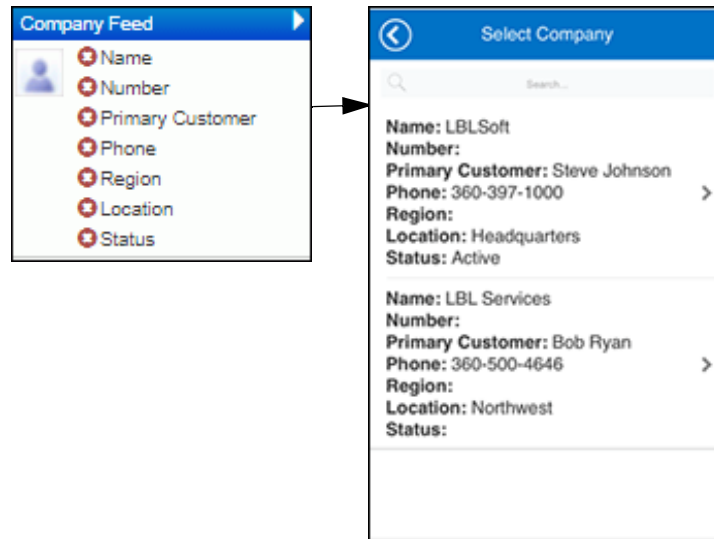

The Customer Details layout determines the content that appears when you select the ⊙ Details option in the Customer field in the Incident details screen.


Company Layouts

The Company Feed layout applies if you have added the Company field to the Incident detail screen and the customer is associated with multiple companies. The `Company` Company button will appear in the Company field in

the Incident details screen; the Company Feed layout determines the content that appears when you select that button.
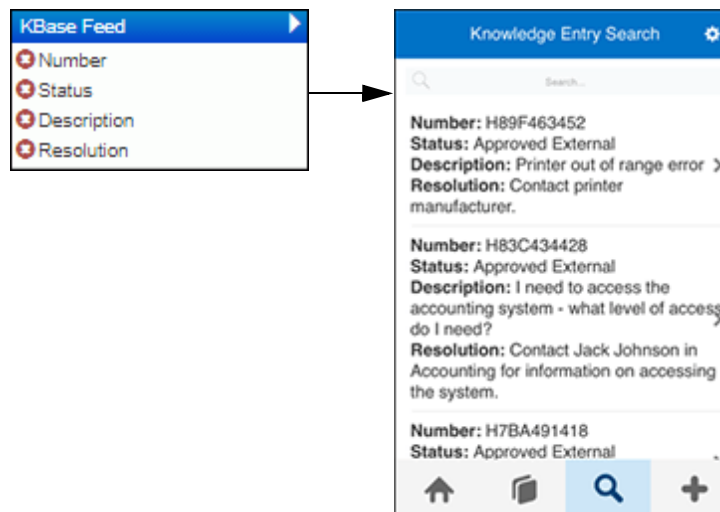

The Company Details layout determines the content that appears when you select the ⊙ Details option in the Company field in the Incident details screen.
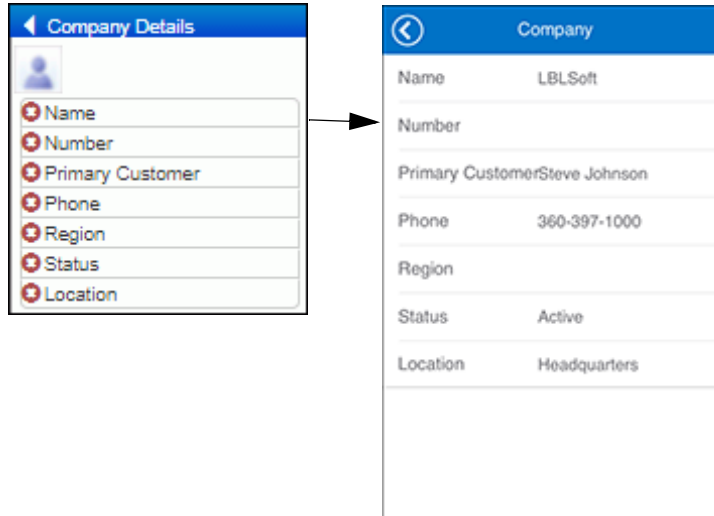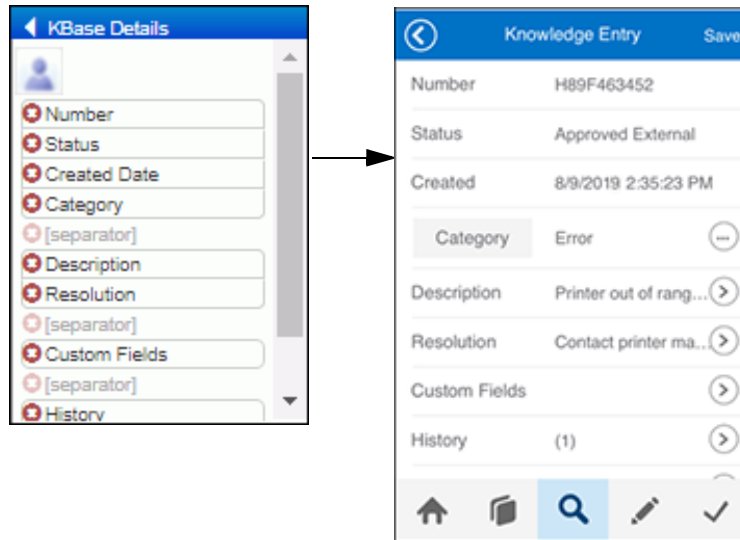

Knowledge Layouts

The Knowledge Feed layout determines the content that appears when you search knowledge entries via the 🔍 Search option on the Home screen or icon bar at the bottom of the screen.
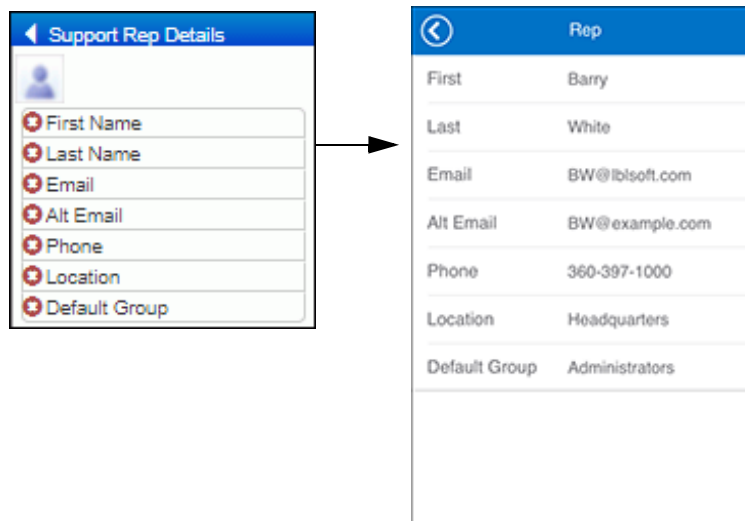
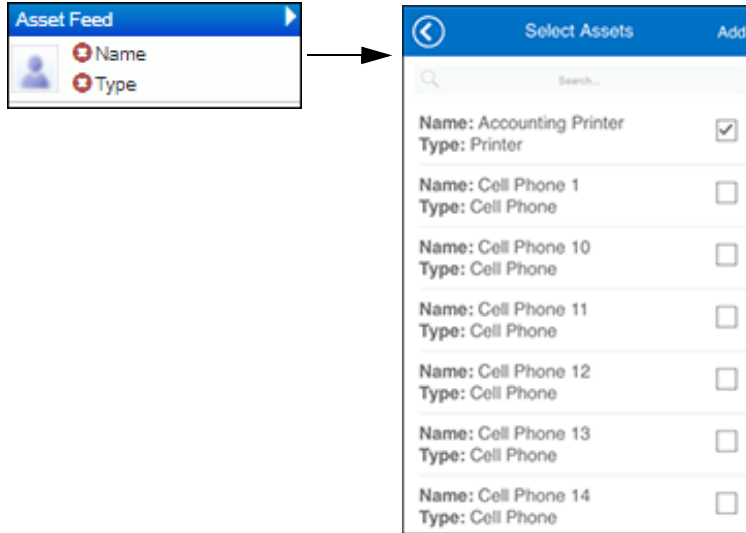The Knowledge Details layout determines the content that appears when you create or view a knowledge entry.

Support Rep Layout

The Support Rep Details layout determines the content that appears when you select the ⊙ Details option in the Assignee field in the Incident details screen.
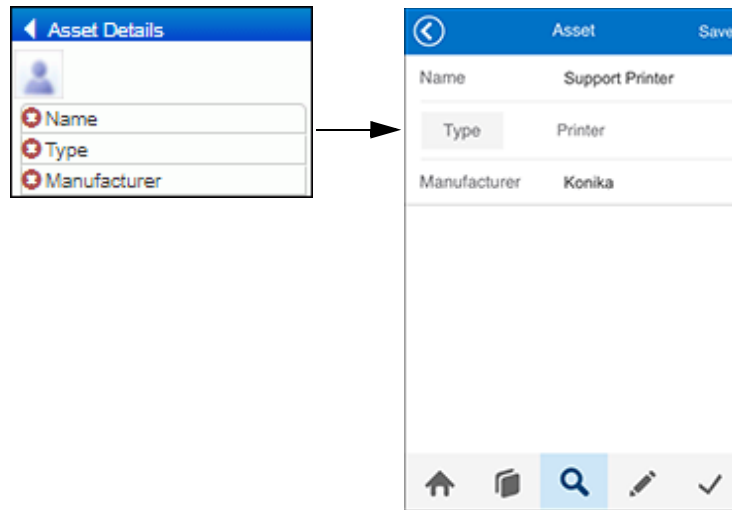
Asset Layouts

The Asset Feed layout determines the content that appears if you have added the Asset field to a work item detail screen to display the Assets Asset option and an asset is selected.
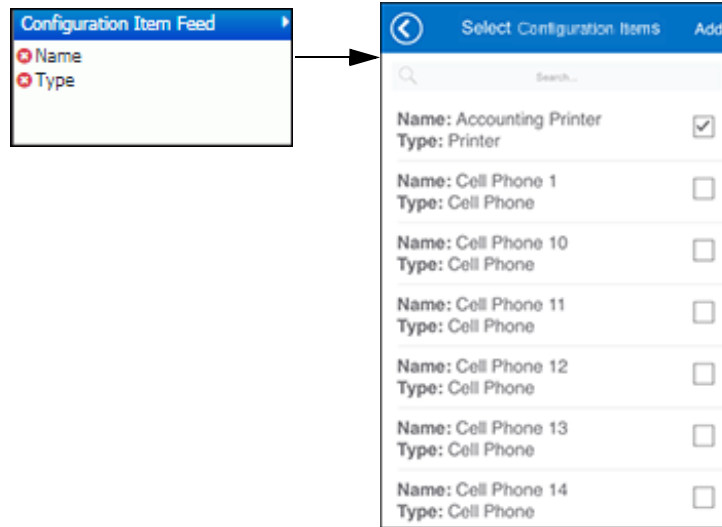

The Asset Details layout determines the content that appears when you create or view an Asset record, or if you have added the Asset field to the Incident detail screen and you select the ⊙ Details option in the Asset field.

Configuration Item Layouts

The Configuration Item Feed layout determines the content that appears if you have added the Configuration Item field to a work item detail screen to display the Configuration Item icon and a configuration item is selected.


The Configuration Item Details layout determines the content that appears when you create or view a Configuration Item record, or if you have added the Configuration Item field to the Incident detail screen and you select the ⟩ Details option in the Configuration Item field.
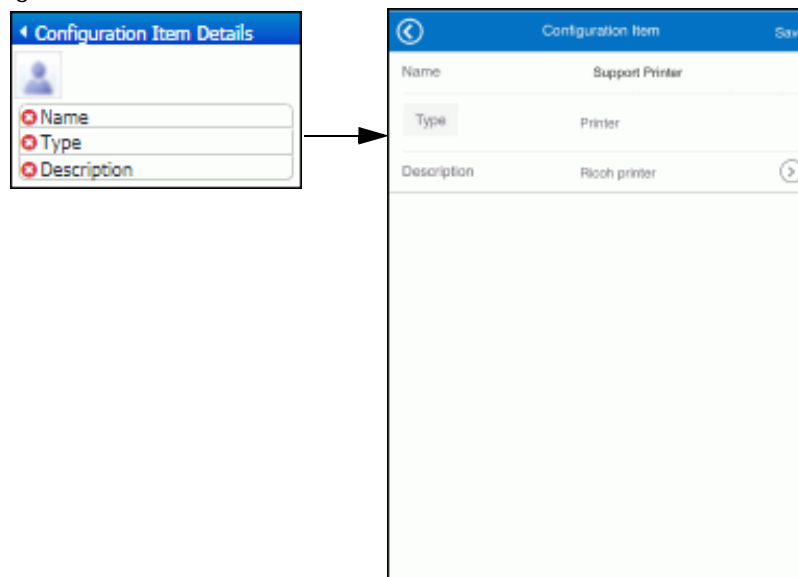
Accessing the mySupport Portal on a Mobile Device

The mySupport portal can be accessed via a mobile device; you can create a mySupport Options set for mobile devices and assign it to a customer, company, or customer group. You can also create different display and submit layouts for work item functionality on a set of mySupport portal options via the mySupport Layout links included for each module (incident, knowledge, problem, change, purchase, and service contract).
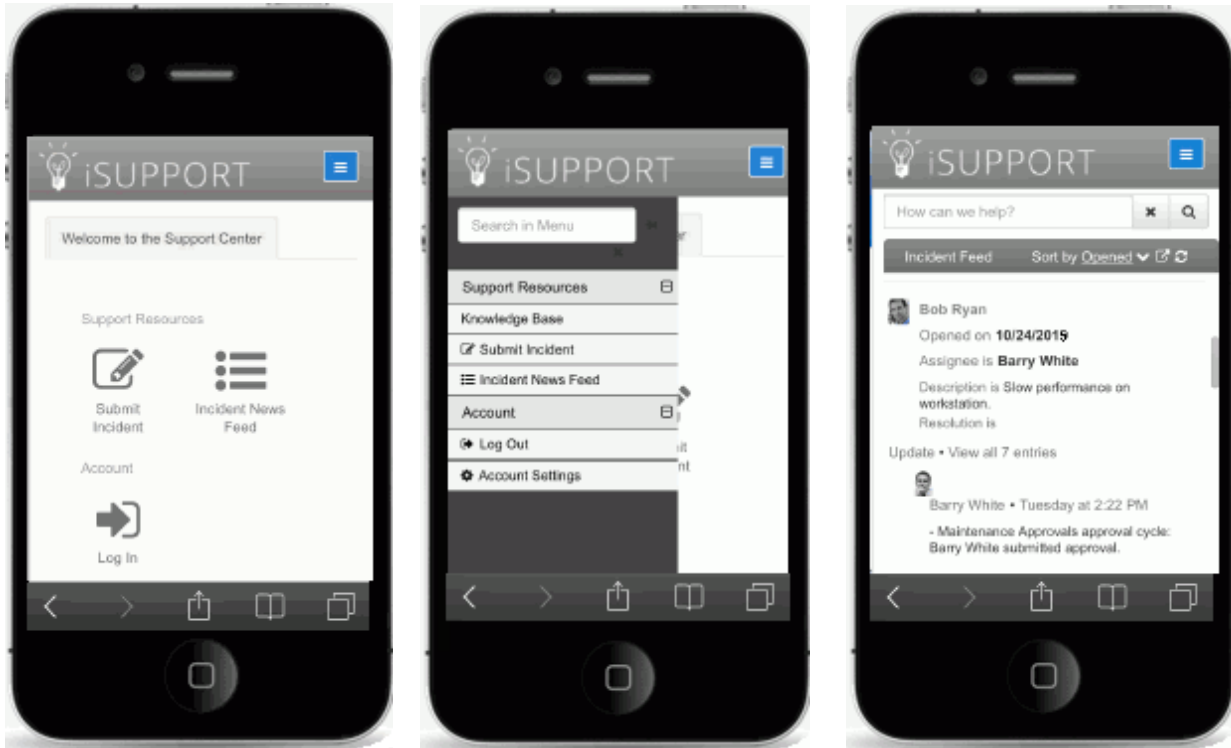
Use the Default Mobile mySupport Options field in the mySupport Portals configuration screen to select the options to appear when this mySupport URL is accessed by a smart phone (iOS, Android, or Blackberry) or tablet if a customer has not logged in or if none are assigned to the customer's profile, customer's primary company profile, or primary group profile.
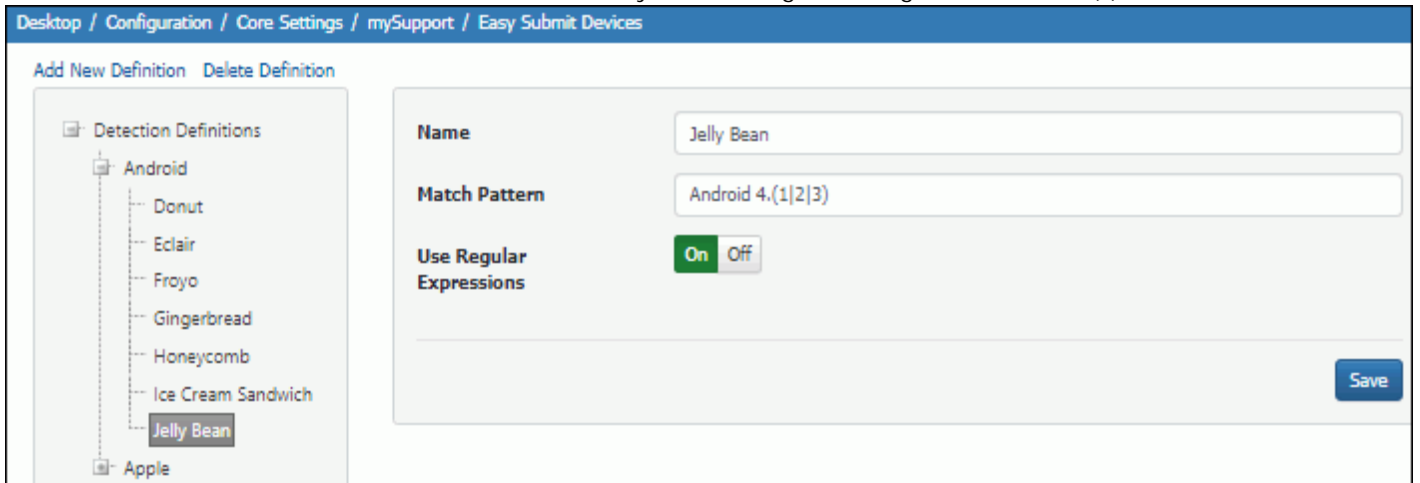
Configuring Easy Submit Functionality

Use iSupport's Easy Submit functionality to enable customers to use an older version of a device that cannot render HTML5 to submit incidents. The interface contains a Description field and fields required for authentication.

iSupport's Easy Submit functionality utilizes the browser's user agent string, which identifies the browser version and other device details. Definitions in this screen identify the user agent string for the device(s) to detect.

Definitions for some common device/browser user agent strings are included by default; see http://user-agent-string.info/list-of-ua for a list of user agent strings for other device browsers. These definitions will be available for selection in the mySupport Portal screen so you can target the devices for display of the Easy Submit interface.

Match Pattern - enter the portions of the user agent string to be searched for a match; you can use expression language with syntax such as parenthesis () to group parameters, a pipe (|) for an OR condition, or brackets [ ] for a character match.

Use Regular Expressions - select On to evaluate the conditions in the Match Pattern and display the Easy Submit interface if the conditions are true. In the example above, the Easy Submit interface will display for an Android version 4.1, 4.2, or 4.3.