

Target Helpdesk Training

HelpDesk and KnowledgeBase Solutions Designed for Professionals

Auto-close Processing

AutoClose

One of many benefits of running the Windows Service apart from sending and receiving emails is the service controls any auto-close requests.

The service will check the date and time given to an auto-close request and action accordingly.

The service will then proceed to check if any changes made will require an update notification or change any statistics seen in the Management Matrix or Management Dashboard.