

The background features several overlapping, curved, semi-transparent blue shapes in various shades of blue, creating a dynamic and modern aesthetic. The shapes are layered, with some appearing more prominent than others, and they curve across the frame from the left and bottom towards the right and top.

Service Requests

Service Requests - Henvendelser

- I modulen Service Requests kan du registrere henvendelser og følge med på status på eksisterende henvendelser
- Ved å benytte Service Requests oppnår du
 - Raskere kommunikasjon til riktig avdeling
 - Dokumentasjon av saken i etttertid
- Derfor: Bruk Service Requests i stedet for mail eller telefon

Service Request List

Created Date	Service Request #	Connection #	Date Opened	Customer Ref #	Area	Sub-Area	Channel	Contact Last Nam	Contact First Nam	Status
10.06.2009 10:28:36	1-1453023303		10.06.2009 10:28:52					Andreassen	Roger	Submitted
10.06.2009 09:40:09	1-1453025001		10.06.2009 09:23:56	123456	Leveranse Telefoni	Booke ny avtale/Enc	Other	Lindberget	Marian	Submitted
27.05.2009 13:16:45	1-1452531471		27.05.2009 13:15:49		Leveranse Operatør	Annulering/Kanselle	Phone	Dubovskis	Ilja	Submitted
13.05.2009 14:55:45	1-1450995413		13.05.2009 14:54:18		Forespørsler	Telelosji	Phone	Dale	Hanne	Submitted
21.04.2009 14:59:17	1-1450366101		21.04.2009 14:59:20		Leveranse Kapasite	Endre til ekspress	Jara NetBusiness	Dubovskis	Ilja	Submitted
15.04.2009 16:09:36	1-1450226101		15.04.2009 16:09:39		Forespørsler	Telelosji	Jara NetBusiness	Dubovskis	Ilja	Submitted
17.03.2009 10:03:11	1-1449350353		17.03.2009 10:02:12		Leveranse Kapasite	Annet	E-mail	Engebakken	Elinor	Submitted
17.03.2009 10:01:51	1-1449350349		17.03.2009 10:00:57		Leveranse Kapasite	Endre til ekspress	Fax	Engebakken	Elinor	Submitted
16.03.2009 13:42:12	1-1449299431		16.03.2009 13:42:57		Eskalering	Annet	Jara NetBusiness	Lund	Malin Berger	Submitted
12.03.2009 10:27:56	1-1449085249		12.03.2009 10:26:56		Leveranse ADSL	Endre til ekspress	Phone	Algrøy	Tone	Submitted

Service Request Detail

Menu New Copy Query > Submit Cancel Request Reopen Close Lock UnLock

Service Request Profile:

Service Request Id: 1-1453023303

*Area:

Order #:

Order Line Item #:

Connection #:

Abstract:

*Channel:

*Sub-Area:

Quote Line Item #:

Invoice#:

FHS Id: 21757371

Service Request Status:

Email On Status Update:

*Status: Submitted

Last Submitted Date: 10.06.2009 10:28:52

Answers/Resolution:

Lock SR (Int.):

Open Activities (Int.):

Internal SR (Int.):

Date Opened: 10.06.2009 10:28:52

Date Closed:

Last finished Date:

*Descrip

Kommentar:
Åpne modulen Service Requets

File Edit View Navigate Query Tools Help Logout

Queries: * Open SRs

SR #

Home	Accounts	Assets	Orders	Quotes	Service Requests	Agreements	Dashboards	Activities	Contacts	Invoices	Literature	Search	Products	Quality	Communications
Service Request List															
27.05.2009 13:16:45	1-1452531471	27.05.2009 13:15:45	Leveranse Operatør	Annulering/Kanselle	Phone	Dubovskis	Ilja	Submitted	qwqwqwqw						
13.05.2009 14:55:45	1-1450995413	13.05.2009 14:54:15	Forespørsler	Telelosji	Phone	Dale	Hanne	Submitted	hmmmmm						
21.04.2009 14:59:17	1-1450366101	21.04.2009 14:59:20	Leveranse Kapasite	Endre til ekspress	Jara NetBusiness	Dubovskis	Ilja	Submitted	dssds						
15.04.2009 16:09:35	1-1450228101	15.04.2009 16:09:35	Forespørsler	Telelosji	Jara NetBusiness	Dubovskis	Ilja	Submitted	wewew						
17.03.2009 10:03:11	1-1449350353	17.03.2009 10:02:12	Leveranse Kapasite	Annet	E-mail	Engebakken	Elinor	Submitted	UNNSKYLD DA						
17.03.2009 10:01:51	1-1449350349	17.03.2009 10:00:57	Leveranse Kapasite	Endre til ekspress	Fax	Engebakken	Elinor	Submitted	TULL OG TØYS						
16.03.2009 13:42:12	1-1449299431	16.03.2009 13:42:57	Eskalering	Annet	Jara NetBusiness	Lund	Malin Berger	Submitted	Eskalering Test lin						

Service Request Detail

Menu **New** Copy Query > Submit Cancel Request Reopen Close Lock UnLock

Service Request Profile:

Service Request Id: 1-1453025005 ***Channel: Other**

*Area: *Sub-Area:

Order #: Quote Line Item #:

Order Line Item #: Invoice #:

Connection #: FHS Id:

Abstract:

*Description:

Account Inform

Customer Ref:

*Contact Last Name:

Contact Phone:

Service Request Status:

Email On Status Update:

Date Opened: 10.06.2009 13:39:16

*Status: Submitted Date Closed:

Last Submitted Date: 10.06.2009 13:39:16 Last finished Date:

Answers/Resolution:

Lock SR (Int.): Open Activities (Int.): Internal SR (Int.):

Processed (Int.): 0 Due Date (Int.):

Sub-Status (Int.): Unassigned Owner (Int.):

Priority (Int.): 2 Medium Reason (Int.):

Kommentar:
 Klikk på "New" for å opprette en ny Service Request (henvendelse).
 "Channel" feltet viser hvilken kanal entiteten ble opprettet fra (B2B, Jara NetBusiness, Telefon, Fax, E-post etc.).

Service Request List									
27.05.2009 13:16:45	1-1452531471	27.05.2009 13:15:45	Leveranse Operatør	Annulering/Kanselle	Phone	Dubovskis	Ilja	Submitted	qwqwqwqw
13.05.2009 14:55:45	1-1450995413	13.05.2009 14:54:15	Forespørsler	Telelosji	Phone	Dale	Hanne	Submitted	hmmmmmm
21.04.2009 14:59:17	1-1450366101	21.04.2009 14:59:20	Leveranse Kapasite	Endre til ekspress	Jara NetBusiness	Dubovskis	Ilja	Submitted	dssds
15.04.2009 16:09:35	1-1450226101	15.04.2009 16:09:35	Forespørsler	Telelosji	Jara NetBusiness	Dubovskis	Ilja	Submitted	wewew
17.03.2009 10:03:11	1-1449350353	17.03.2009 10:02:12	Leveranse Kapasite	Annet	E-mail	Engebakken	Elinor	Submitted	UNNSKYLD DA
17.03.2009 10:01:51	1-1449350349	17.03.2009 10:00:57	Leveranse Kapasite	Endre til ekspress	Fax	Engebakken	Elinor	Submitted	TULL OG TØYS
16.03.2009 13:42:12	1-1449299431	16.03.2009 13:42:57	Eskalering	Annet	Jara NetBusiness	Lund	Malin Berger	Submitted	Eskalering Test lin

Service Request Detail 1 of 11+

Menu

Service Request Profile:		Service Request Status:	
Service Request Id: 1-1453025005	*Channel: Other	Email On Status Update: <input checked="" type="checkbox"/>	Date Opened: 10.06.2009 13:39:16
*Area: [dropdown]	*Sub-Area: [dropdown]	*Status: Submitted	Date Closed: [dropdown]
Order #: [dropdown]	Order Line Item #: [dropdown]	Last Submitted Date: 10.06.2009 13:39:16	Last Finished Date: [dropdown]

Kommentar:
Data om ditt firma og deg som er pålogget kommer opp automatisk, sjekk at dataene er riktige.

*Description: [text area]	# Processed (Int.): 0	Due Date (Int.): [dropdown]
	Sub-Status (Int.): Unassigned	Owner (Int.): [dropdown]
	Priority (Int.): 3-Medium	Reason (Int.): [dropdown]
	Add Comment (Int.): [dropdown]	

Account Information:

Customer Ref #: [text]	*Account: Telenor Telecom Sol
*Contact Last Name: Lindberget	*Contact First Name: Marian
Contact Phone #: [text]	Contact Email: [text]

Service Request List

Service Request Detail 1 of 1+

Menu | New Copy Query > Submit Cancel Request Reopen Close Lock UnLock

Service Request Profile:		Service Request Status:	
Service Request Id: 14453025001	*Channel: Other	Email On Status Update: <input checked="" type="checkbox"/>	Date Opened: 10.06.2009 09:23:55
*Area: Leveranse Telefoni	Sub-Area: Booke ny avtale/En	*Status: Submitted	Date Closed:
Order #: Leveranse ADSL	Order Line Item #:	Last Submitted Date: 10.06.2009 09:23:55	Last finished Date:
Order Line Item #: Leveranse Operatøraksess	Invoice #:	Answers/Resolution:	
Connection #: Leveranse Telefoni	FHS Id:	Lock SR (Int.): <input type="checkbox"/>	Open Activities (Int.): <input type="checkbox"/>
Connection #: Leveranse Kapasitet		Internal SR (Int.): <input checked="" type="checkbox"/>	
Connection #: Leveranse Telelosj		# Processed (Int.): 0	Due Date (Int.):
Connection #: Leveranse SHDSL		Sub-Status (Int.): Unassigned	Owner (Int.): Lindberget
Abstract: Jara Support		Priority (Int.): 3-Medium	Reason (Int.):
Abstract: Eskalering		Add Comment (Int.):	
Abstract: Faktura		Comment Summary (Int.):	
Abstract: Forespørsler			
*Description:			
Account Information:			
Customer Ref #: 123456	*Account: Telenor Telecom Sol		
*Contact Last Name: Lindberget	*Contact First Name: Marian		
Contact Phone #:	Contact Email:		

Activities Attachments Audit Trail

Menu | New Query No Records

Created	Category	Type	Comments	Status	Priority	Start	Due	Attachments	Contacts	First Name	Assigned To
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Kommentar:
Velg Area (saksområde) ut fra hva du skal sende henvendelse om.

Service Requets – Area (saksområde)

- **Du velger Area avhengig av sakstype:**

- Leveranse – blir rutet til Kundeservice
- Brukeradministrasjon – for å opprette / endre brukertilganger
- Jara Support Servicetorget – for å avklare problemer / melde feil til Jara Support
- Jara Feilmottak – for å gi ny informasjon eller stille spørsmål til en aktiv Feilmelding, eller generelle spørsmål til feilhåndterings prosessen (Trouble Tickets)
- Eskalering – blir rutet til Service Manager
- Faktura – blir rutet til Billingavdelingen
- Forespørsler – blir rutet til Salgsstøtte
- SLA kompensasjonskrav – blir rutet til saksbehandler
- Annet – saker som ikke dekkes av andre Area, blir rutet til Service Manager

Service Request List

Service Request Detail 1 of 1+

Menu | New Copy Query > Submit Cancel Request Reopen Close Lock UnLock

Service Request Profile:		Service Request Status:	
Service Request Id: 1-1453025001	*Channel: Other	Email On Status Update: <input checked="" type="checkbox"/>	Date Opened: 10.06.2009 09:23:55
*Area: Leveranse Telefoni	*Sub-Area: y avtale/Endre dato	*Status: Submitted	Date Closed:
Order #: 1-1426758097	Quote Line Item #: Annullering/Kansellering	Submitted Date: 10.06.2009 09:23:55	Last finished Date:
Order Line Item #:	Invoice #: Booke ny avtale/Endre dato	Comments/Resolution:	
Connection #:	FHS Id: Endre til ekspress	Lock SR (Int.): <input type="checkbox"/>	Open Activities (Int.): <input type="checkbox"/>
Abstract:	Endring av Ko.person, Tlf.nr	Internal SR (Int.): <input checked="" type="checkbox"/>	Processed (Int.): 0
*Description: Vennligst book ny avtale..	Etterlyser returnmeldinger	Sub-Status (Int.): Unassigned	Due Date (Int.):
	Hvem ringer	Priority (Int.): 3-Medium	Owner (Int.): Lindberget
	Manglende ISDN-boks	Add Comment (Int.):	Reason (Int.):
	Problemer med Personsvaer	Comment Summary (Int.):	
	Samtale Venter		
	Viderekobling/Spesialhenvisnin		
Account Information:			
Customer Ref #: 123456	*Account: Telenor Telecom Sol		
*Contact Last Name: Lindberget	*Contact First Name: Marian		
Contact Phone #:	Contact Email:		

Activities Attachments Audit Trail

Menu | New Query No Records

Created	Category	Type	Comments	Status	Priority	Start	Due	Attachments	Contacts	First Name	Assigned To
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Kommentar:
Velg deretter Sub-Area (kan være for eksempel produktgruppe).

File Edit View Navigate Query Tools Help Logout

Search for Order #:1-1426758097 > Order #:1-1426758097 > SR #:

Home Accounts Assets Orders **Quotes** Service Requests Agreements Dashboards Activities Contacts Invoices Literature Search Products Quality Communications

Service Request List

Service Request Detail 1 of 1+

Menu | New Copy Query > Submit Cancel Request Reopen Close Lock UnLock

Service Request Profile:		Service Request Status:	
Service Request Id: 1-1453025001	*Channel: Other	Email On Status Update: <input checked="" type="checkbox"/>	Date Opened: 10.06.2009 09:23:55
*Area: Leveranse Telefoni	*Sub-Area: y avtale/Endre dato	*Status: Submitted	Date Closed:
Order #: 1-1426758097	Quote Line Item #:	Last Submitted Date: 10.06.2009 09:23:55	Last finished Date:
Order Line Item #:	Invoice#:	Answers/Resolution:	
Connection #:	FHS Id:	Lock SR (Int.): <input type="checkbox"/> Open Activities (Int.): <input type="checkbox"/> Internal SR (Int.): <input checked="" type="checkbox"/>	
Abstract:	# Processed (Int.): 0		
*Description: Vennligst book ny avtale..	Sub-Status (Int.): Unassigned		
	Priority (Int.): 3-Medium		
	Add Comment (Int.):		
	Comment Summary (Int.):		
Account Information:		Due Date (Int.):	
Customer Ref #: 123456	*Account: Telenor Telecom Solr	Owner (Int.): Lindberget	
*Contact Last Name: Lindberget	Contact First Name: Marian	Reason (Int.):	
Contact Phone #:	Contact Email:		

Activities Attachments Audit Trail

Menu | New

Created	No Records	First Name	Assigned To

Kommentar:

Skriv inn egen referanse i Customer Ref # feltet, og beskriv kortfattet hva saken gjelder i Description-feltet.

Etter at en Service Request er registrert:

- Følg med på status:
 - **In Process** betyr at saken er under behandling
 - Ønsker du selv å avslutte saken, endrer du status til **Customer Closed**
 - Status **Incompleted** betyr at noe mangler. Hva som mangler fremgår i Description feltet. Når du har oppdatert Requesten, endrer du selv status til **Customer Updated**
 - **Completed** betyr at saken er ferdig behandlet – du kan lese svar på requesten i Description feltet og evt. på vedlegg under Attachments
 - **Du kan motta mail ved statusendringene Incompleted og Completed** forutsatt at mailadresse er registrert av deg i Account/Contacts modulen i Group Email kolonnen.

Service Requests knyttet til Orders, Quotes, Invoice og Trouble Tickets

- I Jara Netbusiness er det mulig å knytte Service Requests til
 - Orders
 - Quotes
 - Invoice
 - Trouble Ticket
- Egne underapperter er laget for å legge inn Service Request direkte fra Orders-, Quote- og Invoice-modulen
- For Trouble Tickets er det en egen knapp *Create Service Request* som tar deg direkte til Service Request modulen
- I Service Requests bildet er Quote-, Ordre- og Invoicenummer lagt til i listen slik at man kan se om Service Requesten er knyttet til en spesifikk Quote, Ordre eller Invoice
- Opprettes det en henvendelse direkte fra Service Request modulen, anbefales det at referansen til Ordren, Quoten, Trouble Tickets eller Invoice legges inn i respektive felt.
- Opprettes det en Service Request direkte fra Service Request modulen og Area settes lik Faktura, vil feltet "Invoice#" være obligatorisk å legge inn.

Det anbefales at henvendelser relatert til en bestent Orders, Quotes, Invoice eller Trouble Tickets, opprette fra den enkelte modul. Service Requesten vil da bli "knyttet" opp mot referansen til den enkelte Orders Quote etc.

File Edit View Help Logout

Queries: Null Query

Quote: **Home Accounts Assets Orders Quotes Service Requests Trouble Tickets Invoices Products Literature Search**

Quote List Quote Line Item Search

Quote No Records

Menu | New Cancel Query

Quote Details

Quote #: Customer Ref #:
*Account: *Channel:
*Status:
Email On Status Update:

More Info

Completed Line Items: Created By:
Total Line Items: Comments:
*Created:

Contact Details

*Contact Last Name: Contact First Name:
Work Phone Number: Cell Phone Number:

Quote List **Line Items** Service Requests

Menu | New Save Query Submit Cancel Request Reopen Close Lock UnLock No Records

Service Request	Status	Area	Sub-Area	Description	Customer Ref #	Quote #	Quote Line Item	Account	Channel	Contact Last Nam	Contact First Nam
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Kommentar:
Tilgang til Service Request fra Quotes modulen

File Edit View Help Logout

Queries: * Null Query

Order #:

Home Accounts Assets Orders Quotes Service Requests Trouble Tickets Invoices Products Literature Search

Change ISP Approval Orders Search Order List

Sales Orders

No Records

Menu | New Query > Submit Reopen Cancel

Order #: *Order Date: Account #: *Status:

Project Reference: Comment: *Account: Email Notification On Status Update:

*Order Type: *Channel:

Order List Line Items **Service Requests**

Menu | New Save Query > Submit Cancel Request Reopen Close Lock UnLock No Records

Service Request	Status	Area	Sub-Area	Description	Customer Ref #	Order #	Order Line Item	Account	Contact Last Nam	Contact First Nam	Contact Email
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Kommentar:
Tilgang til Service Request fra Ordre modulen

File Edit View Help Logout

Queries: * Null Query

Service Request:

Home Accounts Assets Orders Quotes Service Requests Trouble Tickets Invoices Products Literature Search

Invoice List

Invoice No Records

Menu Query View Invoice

Invoice Details

*Invoice #: Invoice Date:

*Invoice Type: Total Amount:

Account: Payment Term:

Billing Account:

OCR Kid:

Tax Info

Value Added Tax: Net Amount:

Status Info

Status: Due Date:

Closed Date:

Payment Status:

Invoice List Line Items **Payments** **Service Request** Attachments

Menu New Cancel Query > Submit Cancel Request Reopen No Records

SR Number	Status	Area	Sub-Area	Description	Customer Ref #	Account	Contact Channel	Contact Last Nam	Opened Date	Invoice #	Answer/Resolutio

Kommentar:
Tilgang til Service Request fra Invoice modulen

Trouble Ticket List

Trouble Ticket List | [Menu](#) | [New](#) [Query](#)

Trouble Ticket #	Connection Humb	Product Type	Trouble Area	FHS Id	Registered	Status	Customer Reference	Contact	Contact Phone	llu	Account
> 1-100000621	75185620	PSTN	Summetone	12067121	11.10.2005 15:13:06	Godkjent	584460	Tommy Strømme	38797910		Ventelc
1-1000008591	38278030	ISPBX				Cancelled		Morten Nelson	+4738797979000 01		Ventelc
1-1000008596	67141157	PSTN	Summetone	21379967	21.02.2008 14:20:15	Godkjent	acn 7341	Morten Nelson	38797979		Ventelc
1-1000008681	78436096	PSTN	Summetone	21386865	21.02.2008 14:49:03	Godkjent	VB	Brynjar Gillestad	38797333		Ventelc
1-1000014926	73502405			21370515	21.02.2008 13:39:52	Godkjent		Ventelo Bedrift AS	90920410		Ventelc
1-1000041545	62340376			21374516	21.02.2008 13:55:32	Godkjent		stig ventelo	75559975		Ventelc
1-100006711	37279293	ISDN				Cancelled		Morten Nelson	+4738797979000 01		Ventelc
1-1000068531	62382211	xDSL full access	Annet	21380466	21.02.2008 14:22:06	Annulert	CTH Sak #394155	Robin Alstad	75559975		Ventelc
1-1000068541	62391703	xDSL full access	Annet	21380818	21.02.2008 14:23:32	Godkjent	#393691 KS	Thomas Jakobsen	38797333		Ventelc

[Menu](#) [New](#) [Save](#) [Cancel](#) [Query](#) [> Manual Check](#) [Start Test](#) [> Submit](#) [Reopen](#) [Create Service Request](#) [Search for DMF](#)

Fault Information		Status Information - FHS					
* Trouble Ticket #:	1-100000621	Customer Reference:	584460	FHS Id:	12067121	Status:	Godkjent
* Product Type:	PSTN	* Connection Number:	75185620	Registered:	11.10.2005 15:13	Known Event:	<input type="checkbox"/>
* End User Contact - Name:	Monica	Extension Number:		Appointed Date:		Expected Solve Time:	13.10.2005 16:00
* End User Contact - Phone #:	48091957	* Trouble Area:	Summetone	Appearance Time:		Closed Date:	13.10.2005 13:10

Kommentar:
Tilgang til Service Request fra Trouble Tickets modulen

Home Accounts Assets Orders Quotes Service Requests **Trouble Tickets** Forecasts Agreements Dashboards Administration - Runtime Events

Trouble Ticket List

Notes Summary: [KTDCAF: 04/20/2009 10:07:22] Error updating business component at step 'Clear Known Event Flag'.(SBL-BPR-00187)

Contact Phone Number: 55106060 Account Number: 4206610
 Contact Email Address: Email Notification:

DMF Information

DMF Number: DMF Status: Expected Solve Time:
 DMF Start: Customer Consequence: Agreed Solve Time:
 DMF End:

Trouble Ticket List Trouble Ticket List Line Measurements Event Log Notes **Service Request List**

Menu Query 1 - 3 of 3

Created Date	Service Request I	Connection #	Date Opened	Customer Ref #	Area	Sub-Area	Channel	Contact Last Nam	Contact
> 26.01.2010 14:55:32	1-1558060151		26.01.2010 14:55:32		Faktura	Kapasitet faktura	E-mail	Andreassen	Roger
25.01.2010 12:23:01	1-1558028542		25.01.2010 12:23:01					Andreassen	Roger
25.01.2010 12:22:45	1-1558028541		25.01.2010 12:22:45					Andreassen	Roger

0 of 0 Internet

Kommentar:

På underappleten "Service Request List" på Trouble Tickets modulen kan du få listet opp alle Service Requester som er opprettet fra Trouble Tickets modulen

File Edit View Help Logout

SR #: Queries: [dropdown] [icons]

Home Accounts Assets Orders Quotes Service Requests Trouble Tickets Products Literature Search

Service Request List

All Service Requests [Menu] [Query] 1 - 1 of 1 [icon]

Description	Invoice#	Quote #	Quote Line Item #	Order #	Order Line Item #	FHS Id	Attachment	Last Submitted Date	Account	Date Closed
Beskrivelse										

Kommentar:
I Service Requests modulen kan man se om saken er knyttet til en Ordre, Quote, Invoice eller Trouble Tickets.
Dersom man vil se detaljer om Ordren, Quoten, Invoicen eller Trouble Tickets kan man bruke hyperlinkene som tar deg til de respektive moduler.

Service Request Detail 1 of 1 [icon]

Menu [New] [Copy] [Query] [Submit] [Cancel Request] [Reopen] [Close]

Service Request Profile:		Service Request Status:	
Service Request Id: 1-1563904101	*Channel: Jara NetBusiness	Email On Status Update: <input type="checkbox"/>	Date Opened: [calendar]
*Area: Leveranse ADSL	*Sub-Area: Annet	*Status: New	Date Closed: [calendar]
Order #: 1-1561628251	Quote Line Item #: [link]	Last Submitted Date: [input]	Last finished Date: [input]
Order Line Item #: 1-PTR42N	Invoice#: [link]	Answers/Resolution: [list]	
Connection #: 60362435	FHS Id: [input]		
Abstract: [input]			
*Description: Beskrivelse			