

Matrix42 Marketplace Products

Service Desk Webservice

Handle ticket data by calling this Web-Service from your own custom client.

Description

The **Service Desk SOAP Webservice** provides a possibility to call Matrix42 Service Desk actions from a proprietary client application. The following actions are available:

- Create incidents, problems, changes, tasks, knowledge-base articles
- Edit
- Forward
- Pause
- Reopen
- Upload attachments
- Send E-Mail
- Merge incidents
- Search for tickets and KB articles

The Webservice also offers the possibility to modify standard and user-defined attributes of an incident.



Additional information

Version	1.0
Digital Workspace Platform (DWP) Compatibility	7.2, 8.0, 8.1, 9.0, 9.1
Platform	Digital Workspace Platform (DWP)
License metric	Per Installation
Manufacturer	Matrix42 AG

Contract type

Subscription

Product link

[https://marketplace-
preview.matrix42.com/product/service-desk-webservice/](https://marketplace-preview.matrix42.com/product/service-desk-webservice/)