

Matrix42 Marketplace Products

Create Incident by URL

Open new Incident forms by calling a URL with parameters to pre-select attributes, e.g. phone numbers from a VOIP-Client.

Description

This App **Create Incident by URL** provides a means of creating Incidents by calling a specific URL and passing parameters such as telephone number or email address. The Incident's recipient information will be pre-filled in the created incident and all its services and assets are visible. A second URL allows creating incidents in the Matrix42 Service Store Portal. Values for quick call and subject can be passed as parameters in the URL, so that the created incident will be pre-filled with settings of the quick call.



Additional information

Platform	Digital Workspace Platform (DWP)
Digital Workspace Platform (DWP) Compatibility	7.2, 8.0, 9.0, 9.1
Version	1.0
License metric	Per Installation
Manufacturer	Matrix42 AG
Contract type	Subscription
Product link	https://marketplace-preview.matrix42.com/product/incident-creation-via-url/