

## MATRIX42 MARKETPLACE PRODUCTS

# Service Desk Direct Shot

**Direct Shot** is a feature pack for the Matrix42 Digital Workspace Management system that extends the functionality of the Service Desk module.

## Description

### With Service Desk Direct Shot

service desk employees are motivated to record the disruptions, since admission and completion are done in one work step.

The detection and completion of quickly resolved incidents is often considered too expensive and not performed.

If a service call can be answered within the first few minutes, Direct Shot provides a quick way to detect this incident. A service desk employee selects a Quick Call and captures the user. All relevant fields are automatically preassigned, for example Status = Closed, Reason = Direct Solved. The ticket mask can be closed and saved with "OK". The ticket appears in its own tab "Direct Shot Tickets". The quick access with the help of direct shot can significantly increase the documentation rate of the actually recorded tickets.



This product is compatible with all current Matrix42 versions under maintenance and support.

## Advantages

- Consider all tickets resolved in the ticket statistics
- Quickly and easily solve tickets
- Full integration and easy configuration

## Recommendations for the implementation of this product

**Knowledge:** Admin Basic.

You can find further information on our [website](#).



## Additional information

<b>Version</b>	1.0
<b>Platform</b>	Digital Workspace Platform (DWP)
<b>Please note</b>	Labtagon extensions are offered for all Matrix42 versions currently included in standard support. Labtagon-Erweiterungen werden für alle Matrix42-Versionen angeboten, die derzeit im Standardsupport enthalten sind.
<b>AppFabric Required</b>	No
<b>License metric</b>	Per Installation

<b>Manufacturer</b>	Labtagon GmbH
<b>Contract type</b>	Subscription
<b>Product link</b>	<a href="https://marketplace-preview.matrix42.com/product/direct-shot/">https://marketplace-preview.matrix42.com/product/direct-shot/</a>