

Matrix42 Marketplace Products

Live Ticker

Live Ticker informs about new tickets, incidents, changes and problems, even if Matrix42 Service Desk is closed.

Description

Consulting4IT Live Ticker for Matrix42 Service Desk

The Consulting4IT Live Ticker for Matrix42 Service Desk keeps service & support team up to date. It informs about new tickets, incidents, changes and problems, even if Matrix42 Service Desk is closed. With Live Ticker for Matrix42 Service Desk, Consulting4IT offers its customers a further tool that simplifies workflows in IT Service Management and facilitates the daily work of a support employee – from the practice for the practice. A small monitor on the screen, which updates automatically - similar to a news ticker - informs the service desk or support staff about newly received messages and tasks. Divided into topics it indicates the number of events to each category. Categories in standard configuration are:

- (new) Incidents
- (own) Incidents
- Escalations
- Reactions (on Request)
- Solutions



Additional information

Language	German
Digital Workspace Platform (DWP) Compatibility	6.0, 7.0, 8.0, 8.1, 9.0, 9.1
Version	1.1

License metric	Per Installation
Manufacturer	Consulting4IT GmbH
Contract type	Subscription
Product link	https://marketplace-preview.matrix42.com/product/live-ticker/