

Matrix42 Marketplace Products

Service Desk Hot Ticket

Mark critical tickets as "hot" - HotTicket.

Description

Service Desk HOT Ticket

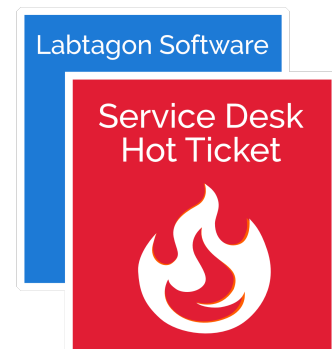
is a feature pack for the Matrix 42 Digital Workspace Management System which expands the full range of function of module Service Desk.

HOT Ticket allows your Service Desk employees to mark incidents with critical impacts - e.g. no internet at location 'x' or an incident in an application. Those Tickets will be displayed on the screen or alternative on a separate monitor.

- Mark incidents with critical impact as "HotTicket"

Once you've marked your tickets as "HotTicket" they'll appear in your tabulator which contains of all opened "HotTicket". Furthermore there is the possibility to maintain other users on the HotTicket, they will be informed by e-mail after this ticket has been solved. Once the ticket is closed it will automatically be deleted out of the tabulator view. This product is compatible with all current Matrix42 versions under maintenance and support.

Advantages



- Compact overview about all critical incidents
- inform users in service portal by only one click
- easy and fast marking of critical incidents by Service Desk employees

Recommendations for the implementation of this product

Knowledge: Admin Basic.

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

Additional information

Version	1.0
Platform	Digital Workspace Platform (DWP)
Please note	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.
AppFabric Required	No
License metric	Per Installation
Manufacturer	Labtagon GmbH
Contract type	Subscription
Product link	https://marketplace-preview.matrix42.com/product/hot-ticket/