

MATRIX42 MARKETPLACE PRODUCTS

# Enterprise Queue Management Extended

This ITSM add-on supplements the EQM queues with the functionalities required in everyday service desk work.

## Description

This ITSM add-on supplements the EQM queues with the functionalities required in everyday service desk work.

**The following functionalities are included in the standard:**

- "Only" one default sender email address for the service desk and all EQM queues.
- "Only" one user role per EQM queue
- "Only" one category per EQM queue
- No management of knowledge base articles
- No filtering in the wizards, such as when forwarding tickets

**Added value through advanced features:**

- Different sender email addresses for all queues and different ticket types (tasks, tickets, incidents, service requests, changes, issues)
- Arbitrary user roles per EQM queue
- Management and integration of knowledge base articles per queue in the EQM area
- Filtering possibility on user roles and persons from queues
- Improved collaboration within departments by configuring multiple team roles

**Technical requirements:**

- Matrix42 Enterprise ServiceManagement  
(the versions supported in the standard)



## Additional information

<b>Digital Workspace Platform (DWP) Compatibility</b>	11.x
<b>AppFabric Required</b>	No
<b>Platform</b>	Digital Workspace Platform (DWP)
<b>License metric</b>	Per Installation
<b>Manufacturer</b>	innomea GmbH
<b>Contract type</b>	Subscription
<b>Product link</b>	<a href="https://marketplace-preview.matrix42.com/product/enterprise-queue-management-extended/">https://marketplace-preview.matrix42.com/product/enterprise-queue-management-extended/</a>