

## MATRIX42 MARKETPLACE PRODUCTS

# Automatic ServiceDesk Dispatcher

The ITSM add-on is a fully automated, self-learning service desk dispatcher and categorizer. **The number of licenses is based on the number of licenses of the existing Workspace Management product. Please contact your sales representative for an individual offer.**

## Description

The ITSM add-on is a fully automated, self-learning service desk dispatcher and categorizer.

The response time and initial assignment can be significantly optimized with this.

Through a transparent configuration of categories and keywords, the following processes take place take place fully automatically immediately after the ticket arrives:

- Transformation (from ticket to incident or service request)
- Categorization
- Team assignment
- Calculation and setting of the most restrictive SLAs
- Full transparency of data manipulation via journal maintenance

### Technical requirements:

- Matrix42 Enterprise Service Management (the standard supported versions)
- Workflow Activity Extension Pack (Purchase separately SKU:SMPL0270VU)

### Installation:

[Install Extension - Installation and Configuration](#)

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## Additional information

Digital Workspace Platform (DWP) Compatibility	11.x
Platform	Digital Workspace Platform (DWP)
License metric	Per User
Manufacturer	innomea GmbH
Contract type	Subscription
Product link	<a href="https://marketplace-preview.matrix42.com/product/automatic-servicedesk-dispatcher/">https://marketplace-preview.matrix42.com/product/automatic-servicedesk-dispatcher/</a>