

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](#)

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.

Information complémentaire

Digital Workspace Platform (DWP) Compatibility	11.x
Plate-forme	Digital Workspace Platform (DWP)
License metric	Per User
Fabricant	innomea GmbH
Contract type	Subscription
Lien vers le produit	https://marketplace-preview.matrix42.com/fr/produit/automatic-servicedesk-dispatcher/