Azure DevOps Connector

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Description

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By using this powerful addon you'll **save time** by eliminating the need to maintain a ticket in two different systems. You'll also **minimize** potential **errors** when transferring information between the two platforms.

The **efficiency** of your workflows **and** the **satisfaction** of all end users, service desk agents and developers will be noticeably **increased**, thanks to the optimal and automated exchange of information.

The Azure DevOps Connector at a glance:

- Bidirectional interface between Matrix42 Service Desk and Microsoft Azure DevOps
- Automatic daily synchronization of all projects, processes and work item types from

Azure DevOps

- Automatic linking of projects and processes from Azure DevOps in Matrix42
- You decide which tickets to synchronize
- Synchronizes newly created and updated activities (incident, task, service request, problem, change)
- Flexible selection of work item type in Matrix42 during activity transfer (example: "Incident" in Matrix42 becomes a "Issue" in Azure DevOps)
- Ticket subject, description, journal entries / comments, attachments and activity status changes are synchronized bidirectionally
- Flexibly configurable in Matrix42 as to which journal types are synced to Azure DevOps
- Supports HTML formatting in description, solution and comment/journal text
- Information about activities completed or reopened in Matrix42 is passed to Azure DevOps accordingly. Also, status changes in Azure DevOps are viewable in Matrix42 as well.
- Provision of a configurable data provider
- Matrix42 OnPremise and Cloud "ready"
- Further customer-specific modifications and extensions are possible at any time on request

Information complémentaire

AppFabric Required	No
Plate-forme	Service Management
Digital Workspace Platform (DWP) Compatibility	11.x
License metric	Per User
Fabricant	Cubefinity GmbH
Contract type	Subscription
Lien vers le produit	https://marketplace-preview.matrix42.com/fr/produit/azure-devops-connector/