

MATRIX42 MARKETPLACE PRODUCTS

Expert Global Fuzzy Search

The ITSM add-on extends the search function in Matrix42 Service Management.

Description

The ITSM add-on extends the search function in Matrix42 Service Management.

Features:

In the standard system a preselection has to be made in which area the search should be done.

The following areas for searching are available:

- Tickets (including Journal and archived data)
- Incidents (including Journal and archived data)
- Service Requests (including Journal and archived data)
- Tasks (including Journal and archived data)
- Request for Change-Tickets (including Journal and archived data)
- Problems-Tickets (including Journal and archived data)
- Knowledgebase-Articles
- Appointments
- Fuzzy Search

On the other hand, the add-on searches parallel in all the above-mentioned areas via full-text search.

As a search result, the areas in which the search term was found are displayed. A direct link leads to the search result.

Technical requirements:

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

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Additional information

Platform	Digital Workspace Platform (DWP)
Digital Workspace Platform (DWP) Compatibility	11.x
AppFabric Required	No
License metric	Per Installation
Manufacturer	innomea GmbH
Contract type	Subscription
Product link	https://marketplace.matrix42.com/product/expert-search/