

MATRIX42 MARKETPLACE PRODUCTS

C4IT Customer Panel (Per User)

How do your users find out whether there are new announcements or news from the IT department? With the Consulting4IT customer panel, you keep your users up to date with pop-up notifications! Quick access to important areas in Matrix42 such as your own tickets, the knowledge base, the service store or individual links are also no problem.

Description

C4IT Customer Panel for Matrix42



How do your users find out whether there are new announcements or news from the IT department? How do they find those services, knowledge base articles or faults that are relevant in the Matrix42 portal? With the Consulting4IT customer panel, you can turn your reactive Matrix42 solution into a proactive service portal.

The Matrix42 Service Portal is the end user's communication platform with the IT department. The services available to him are offered in the Service Catalog or solutions or statuses for his current fault reports are offered here. The acceptance of each portal is largely dependent on whether the user can find the information relevant to him quickly. The Consulting4IT Customer Panel is the right search engine for the Matrix42 Service Portal. Every user can find the information they need quickly and directly.

Initial situation

Since the typical user does not have to deal with the IT department on a daily basis – and therefore the Matrix42 solution is not always open for him either – the search for the appropriate information or the link usually starts when necessary. Announcements, e.g. about news or global malfunctions, usually go unnoticed by the user if he does not call up the portal

every hour.

Some IT help themselves with the workaround of sending each user an email with a link to the announcement – similarly convenient to a pizza delivery boy who sends you a letter by post, in which he indicates that he is at the door.

Solution: Customer Panel for Matrix42

The Customer Panel for Matrix42 is a small satellite in the corner of the user's screen that opens whenever there are new announcements. This means that the user is proactively informed and does not have to have the Matrix42 portal open all the time. At the same time, the Customer Panel for Matrix42 acts as a search engine for all information that is personalized for the user in the Matrix42 Service Portal. If he enters a search term, all services, knowledge base articles and faults that are relevant to him are displayed as a result – the trick is a single click. In addition, the customer panel provides information about the most important parameters of the workstation configuration. In this way, the user can easily provide the employee from the IT department with initial information in the event of support. This includes, for example, the name of the computer so that support immediately knows which device the user is sitting on. Last but not least, so-called short links lead to frequently required functions of the user in the service portal. This includes, for example, its services or its malfunctions.

Function overview

ANNOUNCEMENTS

Announcements – be it disruptions or planned maintenance work – can be communicated by the IT department directly and just in time to all users. Unnecessary tickets for already known problems are thus avoided in advance, which can save considerable time and labour resources.

TICKETS

All own tickets and statuses can be viewed via the Customer Panel. The user is immediately informed about status changes or new comments. This not only improves their speed of action and effectiveness, but also their motivation at work.

LINK TO THE SELF SERVICE PORTAL

The Customer Panel acts as a search engine for all information that is personalised and available to the user in the Matrix42 Service Portal. If the user enters a search term, services, knowledge base articles and faults that are relevant to him are displayed as a result. Shortlinks

lead to frequently used functions in the Service Portal. These include the service catalogue, shopping cart and faults.

FAVORITES

Important links are located in the "Favourites" tab. These are maintained by the IT department and can always be kept up to date, such as SharePoint, company website or intranet.

INFORMATION ABOUT THE USER'S CLIENT

Information about the user's own client – easily accessible at any time. The most important parameters of the workstation configuration are stored in the customer panel. In case of support, the user can easily provide the IT department with information about his client. This includes information such as the IP address, the time of the last restart and the respective remote connection. The user thus no longer has to search and feel exposed when IT asks, but has everything directly at hand. Here too: Simplification and acceleration.

Additional Information:

Flat rate up to 500 users: 2500 € per year

How do I get the product?

The client setup file and the user manual are available after purchase. Shortly afterwards, the server installation and a briefing on the product will take place in a joint appointment with Consulting4IT.

Additional information

Digital Workspace Platform (DWP) Compatibility	11.x
Platform	Digital Workspace Platform (DWP)
AppFabric Required	No
License metric	Per User
Manufacturer	Consulting4IT GmbH
Contract type	Subscription
Product link	https://marketplace.matrix42.com/product/c4it-customer-panel-per-user/