

## Matrix42 Marketplace Products

# Service Desk Hot Ticket

Mark critical tickets as "hot" - HotTicket.

## Description

### Service Desk HOT Ticket

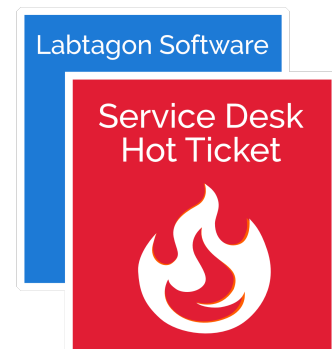
is a feature pack for the Matrix 42 Digital Workspace Management System which expands the full range of function of module Service Desk.

HOT Ticket allows your Service Desk employees to mark incidents with critical impacts - e.g. no internet at location 'x' or an incident in an application. Those Tickets will be displayed on the screen or alternative on a separate monitor.

- Mark incidents with critical impact as "HotTicket"

Once you've marked your tickets as "HotTicket" they'll appear in your tabulator which contains of all opened "HotTicket". Furthermore there is the possibility to maintain other users on the HotTicket, they will be informed by e-mail after this ticket has been solved. Once the ticket is closed it will automatically be deleted out of the tabulator view. This product is compatible with all current Matrix42 versions under maintenance and support.

### Advantages



- Compact overview about all critical incidents
- inform users in service portal by only one click
- easy and fast marking of critical incidents by Service Desk employees

## Recommendations for the implementation of this product

**Knowledge:** Admin Basic.

You can find further information on our [website](#).

## Additional information

<b>Version</b>	1.0
<b>Platform</b>	Digital Workspace Platform (DWP)
<b>License metric</b>	Per Installation
<b>Manufacturer</b>	Labtagon GmbH
<b>Contract type</b>	Subscription
<b>Product link</b>	<a href="https://marketplace.matrix42.com/product/hot-ticket/">https://marketplace.matrix42.com/product/hot-ticket/</a>