

## Matrix42 Marketplace Products

# Assistance function

Configure who may create orders or incidents for others.

## Description

The App **Assistance function** replaces the standard product behavior in which everybody can order any service for everybody, or create incidents for everybody. With the functionality implemented in the standard product everybody can by default only order for oneself or create incidents for oneself. The Assistance function allows to specify persons, roles, or organization-units the user “trusts” to create orders or incidents for him/her. Not compatible with **Portal WhereClause** and some individual customer customizings using portal adapters.



## Additional information

Platform	Digital Workspace Platform (DWP)
Digital Workspace Platform (DWP) Compatibility	7.2, 8.0, 8.1, 9.0, 9.1
Version	1.0
License metric	Per Installation
Manufacturer	Matrix42 AG
Contract type	Subscription
Product link	<a href="https://marketplace.matrix42.com/product/assistant-feature-for-service-catalog/">https://marketplace.matrix42.com/product/assistant-feature-for-service-catalog/</a>