

MATRIX42 MARKETPLACE PRODUCTS

Automatic ServiceDesk Dispatcher

The ITSM add-on is a fully automated, self-learning service desk dispatcher and categorizer. **The number of licenses is based on the number of licenses of the existing Workspace Management product. Please contact your sales representative for an individual offer.**

Description

The ITSM add-on is a fully automated, self-learning service desk dispatcher and categorizer.

The response time and initial assignment can be significantly optimized with this.

Through a transparent configuration of categories and keywords, the following processes take place take place fully automatically immediately after the ticket arrives:

- Transformation (from ticket to incident or service request)
- Categorization
- Team assignment
- Calculation and setting of the most restrictive SLAs
- Full transparency of data manipulation via journal maintenance

Technical requirements:

- Matrix42 Enterprise Service Management (the standard supported versions)
- Workflow Activity Extension Pack (Purchase separately SKU:SMPL0270VU)

Installation:

[Install Extension - Installation and Configuration](#)

The number of licenses is based on the number of licenses of the existing Workspace Management product.



Please contact your sales representative for an individual offer.

Additional information

Digital Workspace Platform (DWP) Compatibility	11.x
Platform	Digital Workspace Platform (DWP)
License metric	Per User
Manufacturer	innomea GmbH
Contract type	Subscription
Product link	https://marketplace.matrix42.com/product/automatic-servicedesk-dispatcher/