

MATRIX42 MARKETPLACE PRODUCTS

Unknown ticket creator

The ITSM add-on extends ServiceDesk to allow unknown users to create requests.
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 extends ServiceDesk to allow unknown users to create requests.

Advantages:

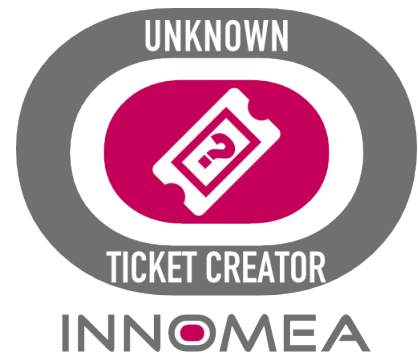
- A corresponding person object is automatically created for unknown users. The created request is then assigned to this object. In addition, a task is created to validate this newly created person object and to add to it if necessary.

Technical requirements:

- Matrix42 Enterprise Service Management (the versions supported in the standard)

Installation:

[Install Extension - Installation and Configuration](#)



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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/unknown-ticket-creator/