Azure DevOps Connector

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Description

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By using this powerful addon you'll **save time** by eliminating the need to maintain a ticket in two different systems. You'll also **minimize** potential **errors** when transferring information between the two platforms.

The **efficiency** of your workflows **and** the **satisfaction** of all end users, service desk agents and developers will be noticeably **increased**, thanks to the optimal and automated exchange of information.

The Azure DevOps Connector at a glance:

- Bidirectional interface between Matrix42 Service Desk and Microsoft Azure DevOps
- Automatic daily synchronization of all projects, processes and work item types from Azure DevOps
- Automatic linking of projects and processes from Azure DevOps in Matrix42
- You decide which tickets to synchronize
- Synchronizes newly created and updated activities (incident, task, service request, problem, change)
- Flexible selection of work item type in Matrix42 during activity transfer (example: "Incident" in Matrix42 becomes a "Issue" in Azure DevOps)
- Ticket subject, description, journal entries / comments, attachments and activity status

changes are synchronized bidirectionally
- Flexibly configurable in Matrix42 as to which journal types are synced to Azure DevOps
- Supports HTML formatting in description, solution and comment/journal text
- Information about activities completed or reopened in Matrix42 is passed to Azure DevOps accordingly. Also, status changes in Azure DevOps are viewable in Matrix42 as well.
- Provision of a configurable data provider
- Matrix42 OnPremise and Cloud "ready"
- Further customer-specific modifications and extensions are possible at any time on request

Additional information

AppFabric Required	No
Platform	Service Management
Digital Workspace Platform (DWP) Compatibility	11.x
License metric	Per User
Manufacturer	Cubefinity GmbH
Contract type	Subscription
Product link	https://marketplace.matrix42.com/product/azure-devops-connector/