Service Desk Chat

Service Desk Chat offers the integration of a direct messenger into your Matrix42 DWP for seamless communication.

Description

Service Desk Chat - for seamless communication directly in your workspace.

Service Desk Chat offers the integration of a direct messenger into your Matrix42 DWP. An intuitive user interface ensures quick entry for support staff and end users of the system.

Requests to the Service Desk can be linked to existing tickets, incidents, and service requests as well as created from scratch. Communications are stored in a quickly accessible manner for support to enable further edits, including by another support staff member if necessary.

Push notifications help the service desk respond quickly to new status information and maintain workflow. With Teams integration, the end user is also enabled to submit a request directly through the Microsoft Teams chat interface and communicate with the service desk representative through it.

Features

- Chat option integrated in the service desk.
- Requests can be easily linked to existing tickets, incidents, and service requests or

created from scratch.

- Start of communication by the end user via the already familiar Self Service Portal.
- Chat session can be initialized by end user via Microsoft Teams (optional add on).
- Chat log can be copied to the clipboard, e.g. to be used in the journal.

The advantages at glance

- Strong seamless communication directly on the Matrix42 Digital Workspace Platform interface with intuitive operation.
- No learning curve or getting used to new third-party applications.
- Enables fast exchange of required information in direct contact.
- Unnecessary e-mail floods with long response times are avoided.
- No expensive, external additional software required, as a solution is integrated directly into the Matrix42 DWP.

Additional information

Digital Workspace Platform (DWP) Compatibility	12.x
Platform	Digital Workspace Platform (DWP)
License metric	Per User
Manufacturer	Labtagon GmbH
Contract type	Subscription
Product link	https://marketplace.matrix42.com/product/service-desk-chat/