Expert Global Fuzzy Search

The ITSM add-on extends the search function in Matrix42 Service Management.

Description

The ITSM add-on extends the search function in Matrix42 Service Management.

Features:
In the standard system a preselection has to be made in which area the search should be done.

The following areas for searching are available:
· Archived Service Requests
· Tasks
· Global Activity Overview
· knowledge base
· Service requests
· Incidents
· Tickets

On the other hand, the add-on searches parallel in all the above-mentioned areas via full-text search, in addition two further areas can be searched:
· Changes
· Journal

As a search result, the areas in which the search term was found are displayed. A direct link leads to the search result.

Technical requirements:
· Matrix42 Enterprise Service Management from 9.1.3

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Information complémentaire

Plate-forme	Digital Workspace Platform (DWP)
Digital Workspace Platform (DWP) Compatibility	11.x
AppFabric Required	No
License metric	Par installation
Fabricant	innomea GmbH
Contract type	Subscription
Lien vers le produit	https://marketplace.matrix42.com/fr/produit/expert-search/