

# 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](#)

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## Information complémentaire

Digital Workspace Platform (DWP) Compatibility	11.x
Plate-forme	Digital Workspace Platform (DWP)
License metric	Per User
Fabricant	innomea GmbH
Contract type	Subscription
Lien vers le produit	<a href="https://marketplace.matrix42.com/fr/produit/automatic-servicedesk-dispatcher/">https://marketplace.matrix42.com/fr/produit/automatic-servicedesk-dispatcher/</a>