



Service desk

Innovative solution for service desk operations automation

Services catalogue

Customizable forms and guidelines simplify communication between request submitters and operators

Configurable incident lifecycles

It is possible to define multiple lifecycles and dynamically assign it to tickets

Task based interface

Tasks are automatically assigned according to defined workflow. Tasks support notifications, escalations, SLO measurement and collaboration

Dynamic SLA calculations

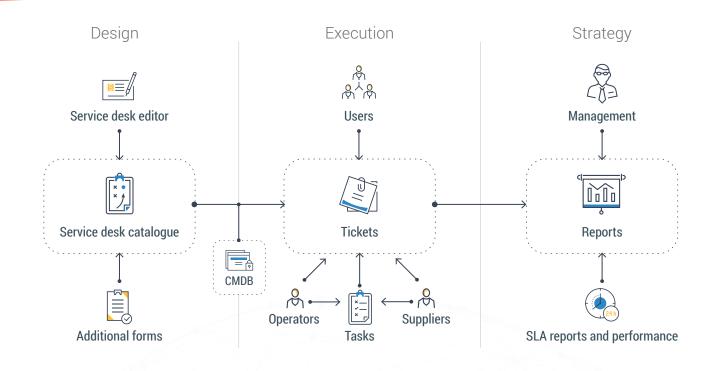
Real-time SLA view allows fast response to high priority requests. Complex rules are supported to define SLAs according to service level or other attributes

Integrated CMDB and Knowledge Base

Fully web-based collaborative text editor for knowledge base

Roles and permissions

Field-level permission control. Support for external suppliers, customers, internal employees. ActiveDirectory integration

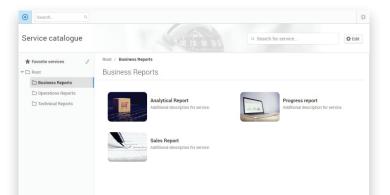


Common features available in Conclusion platform

Fully WEB-based UI	Roles and permissions	Reporting	Notifications
Export and import	Rich text editor	Approvals	Tasks
External API	Attachments	Configurable lifecycle	Role based interface

01 Service catalogue

To create an online shopping experience when ordering services, service catalogue provides a simple way for users to enter support tickets or incidents. Service catalogue may be integrated with a knowledge base



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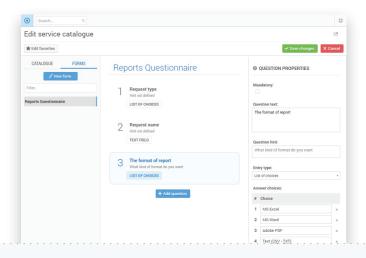
Service catalogue editor

Administrators may edit catalogue entries directly in a system. Service level attributes and approval workflows may be defined per service

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Questionnaire form editor

Predefining typical questions within forms helps to reduce unnecessary communication. Forms may be edited by system administrators. Various data types and validations, custom hints are supported



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Ticket queues

Operators and service engineers may view tickets using real-time updated tables. Collaborative environment supports lazy locking, permissions management, hidden entries and private fields

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