

# 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

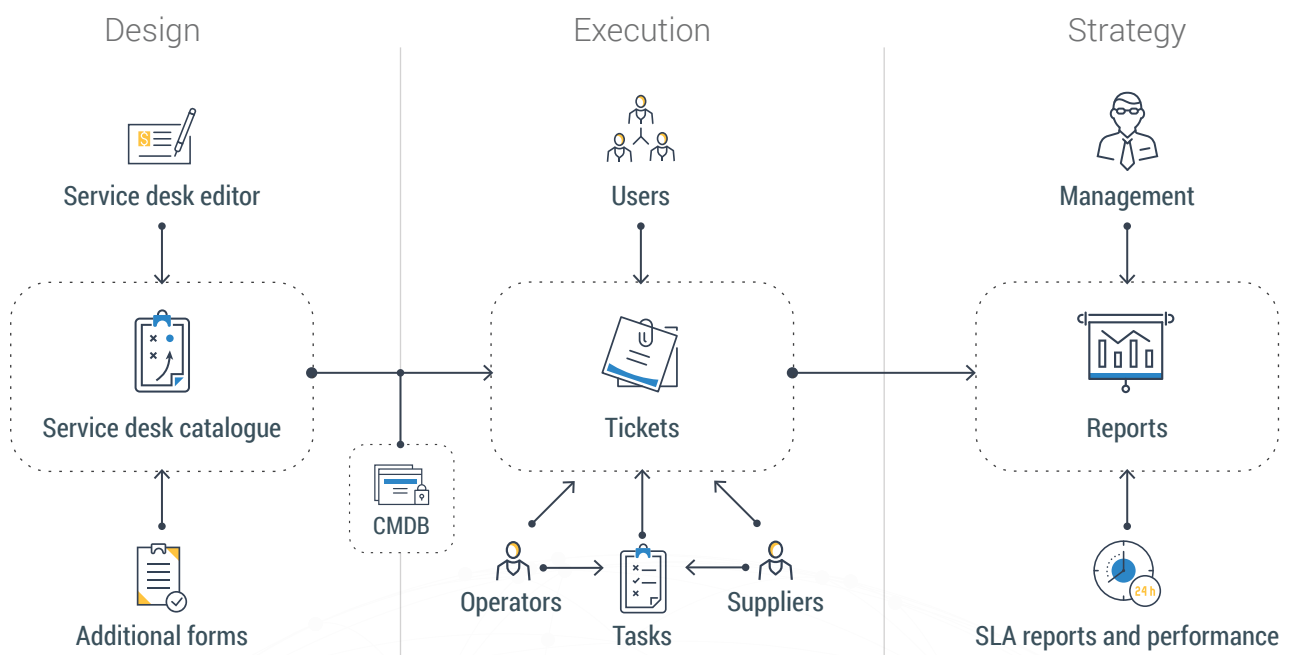
Real-time SLA view allows fast response to high priority requests. Complex rules are supported to define SLAs according to service level or other attributes

## 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

Export and import

External API

Roles and permissions

Rich text editor

Attachments

Reporting

Approvals

Configurable lifecycle

Notifications

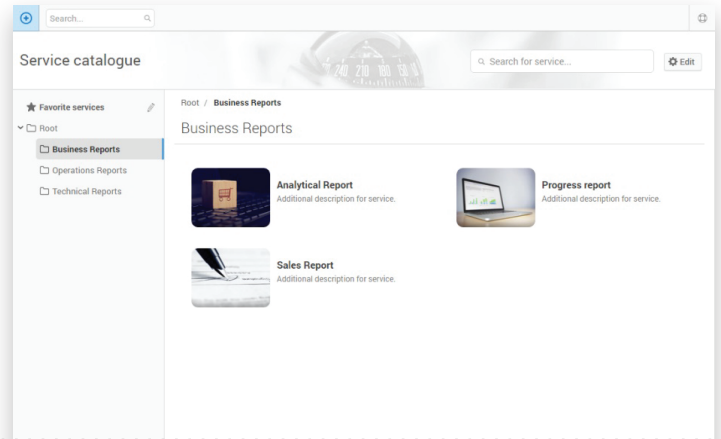
Tasks

Role based interface

# 01

## Service catalogue

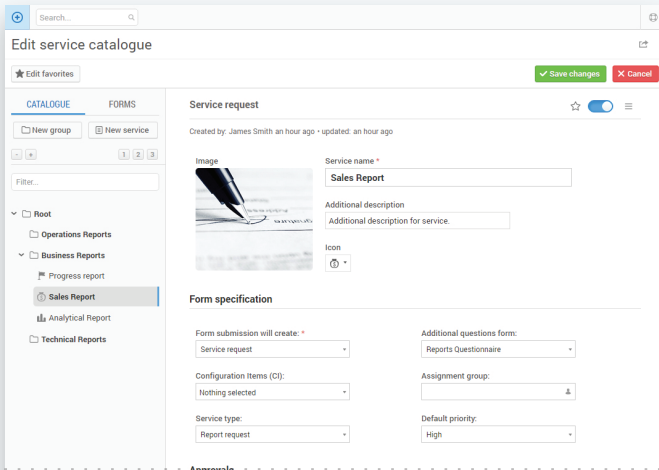
To create an online shopping experience when ordering services, service catalogue provides a simple way for users to enter support tickets or incidents. Service catalogue may be integrated with a knowledge base



# 02

## Service catalogue editor

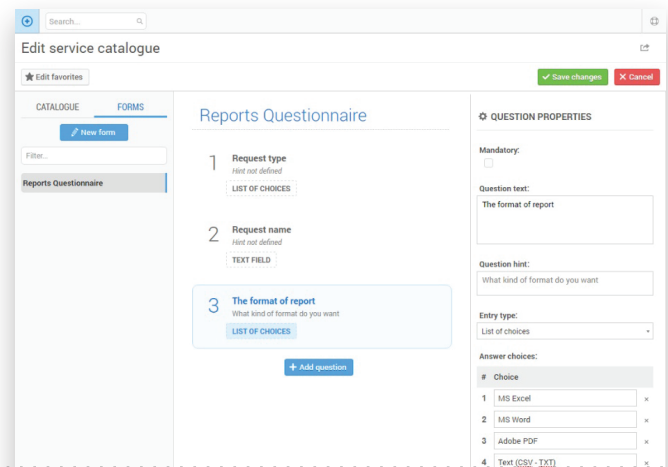
Administrators may edit catalogue entries directly in a system. Service level attributes and approval workflows may be defined per service



# 03

## 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



# 04

## 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

