

## MATRIX42 MARKETPLACE PRODUCTS

# Expert 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:

- Tickets (including Journal and archived data)
- Incidents (including Journal and archived data)
- Service Requests (including Journal and archived data)
- Tasks (including Journal and archived data)
- Request for Change-Tickets (including Journal and archived data)
- Problems-Tickets (including Journal and archived data)
- Knowledgebase-Articles
- Appointments



On the other hand, the add-on searches parallel in all the above-mentioned areas via full-text search.

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 ServiceManagement  
(the versions supported in the standard)

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## Additional information

<b>Platform</b>	Digital Workspace Platform (DWP)
<b>Digital Workspace Platform (DWP) Compatibility</b>	11.x
<b>AppFabric Required</b>	No
<b>License metric</b>	Per Installation
<b>Manufacturer</b>	innomea GmbH
<b>Contract type</b>	Subscription
<b>Product link</b>	<a href="https://marketplace-staging.matrix42.com/product/expert-search/">https://marketplace-staging.matrix42.com/product/expert-search/</a>