MATRIX42 MARKETPLACE PRODUCTS

Expert Search

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

Description

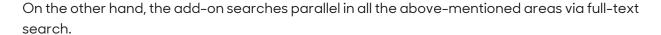
The ITSM add-on extends the search function in Matrix42 Service Management.

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



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

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