

## MATRIX42 MARKETPLACE PRODUCTS

# C4IT Live Ticker (Per User)

The Live Ticker for the Matrix42 Service Desk keeps service and support staff up to date. Even if the Matrix42 Service Desk is not open, it informs about newly received incidents, tickets, changes, or problems. Also, escalations or end-user responses to queries do not go unnoticed with the Live Ticker.

## Description

### C4IT Live Ticker for Matrix42



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## Initial situation

Service and support staff – but also those responsible for problem or change management – do not always have the Matrix42 Service Desk open in daily operations. Nevertheless, they need up-to-date information on whether new tasks have been received for them to process. The same applies to escalations or queries to end users as well as colleagues – the Matrix42 Service Desk does not proactively report newly received information. The result: the employee has to check the system again and again.

The Matrix42 Service Desk offers the possibility to be informed by e-mail. But there are disadvantages in daily operation: On the one hand, the e-mail system must of course be open. On the other hand, there is the danger that the messages are lost in the daily flood of e-mails



and go unnoticed. Last but not least, the employee must check each new incoming message via e-mail to see whether it contains relevant information for his or her work with the Matrix42 Service Desk.

## Solution

With the Live Ticker for the Matrix42 Service Desk, Consulting4IT offers its customers another tool that significantly simplifies the workflows in service management and facilitates the daily work of support – from practice for practice. The installation of the Live Ticker for the Matrix42 Service Desk is done in just a few steps. Afterwards, a flashing icon informs the service or support employee about new status changes in the Matrix42 Service Desk. Regardless of whether the Matrix42 solution is open or not, the Live Ticker notifies in real time. A small, automatically updating monitor at the edge of the screen – similar to a news ticker – informs the service desk or support staff about newly received messages and tasks. Thematically divided, it shows the number of events for the individual configurable categories.

Categories are in the standard:

- New Incidents
- Own incidents
- Escalations
- Reactions to queries
- Solutions

A mouse click on the number in the monitor opens the detailed list of events for the respective topic in the Matrix42 Service Desk for processing.

### **Additional Information:**

Flat rate up to 500 users: 2500 € per year

### **How do I get the product?**

The client setup file and the user manual are available after purchase. Shortly afterwards, the server installation and a briefing on the product will take place in a joint appointment with Consulting4IT.

## Additional information

Digital Workspace Platform (DWP) Compatibility	11.x
Platform	Digital Workspace Platform (DWP)
AppFabric Required	No
License metric	Per User
Manufacturer	Consulting4IT GmbH
Contract type	Subscription
Product link	<a href="https://marketplace-staging.matrix42.com/product/c4it-live-ticker-per-user/">https://marketplace-staging.matrix42.com/product/c4it-live-ticker-per-user/</a>