

Matrix42 Marketplace Products

Service Desk Direct Shot

Direct Shot is a feature pack for the Matrix42 Digital Workspace Management system that extends the functionality of the Service Desk module.

Description

With Service Desk Direct Shot

service desk employees are motivated to record the disruptions, since admission and completion are done in one work step.

The detection and completion of quickly resolved incidents is often considered too expensive and not performed.

If a service call can be answered within the first few minutes, Direct Shot provides a quick way to detect this incident. A service desk employee selects a Quick Call and captures the user. All relevant fields are automatically preassigned, for example Status = Closed, Reason = Direct Solved. The ticket mask can be closed and saved with "OK". The ticket appears in its own tab "Direct Shot Tickets". The quick access with the help of direct shot can significantly increase the documentation rate of the actually recorded tickets.



[embed]<https://www.youtube.com/watch?v=4G5eKaUkm20&pp=wgIECgIIAQ%3D%3D>[/embed]

This product is compatible with all current Matrix42 versions under maintenance and support.

Advantages

- Consider all tickets resolved in the ticket statistics
- Quickly and easily solve tickets
- Full integration and easy configuration

Recommendations for the implementation of this product

Knowledge: Admin Basic.

You can find further information on our [website](#).

Additional information

Platform	Digital Workspace Platform (DWP)
Version	1.0
License metric	Per Installation
Manufacturer	Labtagon GmbH
Contract type	Subscription
Product link	https://marketplace-staging.matrix42.com/product/direct-shot/