Service Desk VIP

VIP Function is a feature pack for the Digital Workspace Management System of Matrix42, which extends the functionality of the Service Desk module.

Description

Labtagon Service Desk VIP

Service Desk VIP

Formerly VIP Function
is an extension to the Matrix42 Digital Workspace Management System which extends the full range of features of of the Service Desk module.

With VIP Function Service Desk employees recognize VIP persons by their unique characterizations. – *e.g. color changed to red*.
That supposed to point out the position of that VIP person for Service Desk editors. In addition, information about the VIP-Level is displayed below the user (management, department management, etc.).

The direct recognition of specific persons (VIPs) and their classification according to the urgency of processing offers a significantly better service quality in the daily work. For this purpose, a new VIP Function field with special VIP levels will be added to the Person object of the Matrix42 Service Store. The maintenance of these VIP levels can be carried out very easily manually or by import. As soon as a person with a well-groomed VIP level appears in a disruption, the color of the selection window changes to a signal color, in addition the VIP-Level of this person will also be displayed. The signal colors are freely definable and can be assigned to the individual VIP levels. After saving, the ticket appears in a new tab "VIP Function". This product is compatible with all current Matrix42 versions under maintenance and support.

Advantages

- Increase in service quality
- Easy customization and configuration
- Tools for all Service Desk employees for easy classification

Recommendations for the implementation of this product

Knowledge: Admin Basic.

You can find further information on our **website**.

Additional information

Version	1.0
Platform	Digital Workspace Platform (DWP)
Please note	Labtagon extensions are offered for all Matrix42 versions currently included in standard support. Labtagon-Erweiterungen werden für alle Matrix42-Versionen angeboten, die derzeit im Standardsupport enthalten sind.
AppFabric Required	No
License metric	Per Installation
Manufacturer	Labtagon GmbH
Contract type	Subscription
Product link	https://marketplace-staging.matrix42.com/product/vip-function/