

MATRIX42 MARKETPLACE PRODUCTS

Enterprise Queue Management Extended

This ITSM add-on supplements the EQM queues with the functionalities required in everyday service desk work.

Description

This ITSM add-on supplements the EQM queues with the functionalities required in everyday service desk work.

The following functionalities are included in the standard:

- "Only" one default sender email address for the service desk and all EQM queues.
- "Only" one user role per EQM queue
- "Only" one category per EQM queue
- No management of knowledge base articles
- No filtering in the wizards, such as when forwarding tickets

Added value through advanced features:

- Different sender email addresses for all queues and different ticket types (tasks, tickets, incidents, service requests, changes, issues)
- Arbitrary user roles per EQM queue
- Management and integration of knowledge base articles per queue in the EQM area
- Filtering possibility on user roles and persons from queues
- Improved collaboration within departments by configuring multiple team roles

Technical requirements:

- Matrix42 Enterprise ServiceManagement
(the versions supported in the standard)



Additional information

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