

# 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:

- Archived Service Requests
- Tasks
- Global Activity Overview
- knowledge base
- Service requests
- Incidents
- Tickets

On the other hand, the add-on searches parallel in all the above-mentioned areas via full-text search, in addition two further areas can be searched:

- Changes
- Journal

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 Service Management from 9.1.3

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## Information complémentaire

<b>Plate-forme</b>	Digital Workspace Platform (DWP)
<b>Digital Workspace Platform (DWP) Compatibility</b>	11.x
<b>AppFabric Required</b>	No
<b>License metric</b>	Par installation
<b>Fabricant</b>	innomea GmbH
<b>Contract type</b>	Subscription
<b>Lien vers le produit</b>	<a href="https://marketplace-staging.matrix42.com/fr/produit/expert-search/">https://marketplace-staging.matrix42.com/fr/produit/expert-search/</a>