

# 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)

If you need help with the installation or further consulting, please contact us directly.

The commissioning (installation and configuration) of the innomea add-on as well as an introduction to the functions is available separately.

## Information complémentaire

<b>Digital Workspace Platform (DWP) Compatibility</b>	11.x
<b>AppFabric Required</b>	No
<b>Plate-forme</b>	Digital Workspace Platform (DWP)
<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/enterprise-queue-management-extended/">https://marketplace-staging.matrix42.com/fr/produit/enterprise-queue-management-extended/</a>