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Experimente el nuevo  
**ServiceDesk Plus**



## Diseño minimalista

Una interfaz de usuario sencilla y elegante que ofrece una experiencia de usuario excepcional.

# Funciones destacadas

## Dashboard potente

Acceda a todos sus datos de un vistazo sin tener que navegar por varias páginas.

## Vista Kanban

Aumente la productividad, fomente la colaboración y garantice la eficiencia.

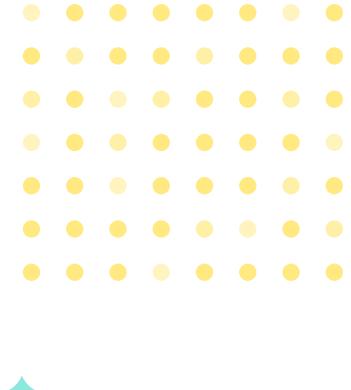
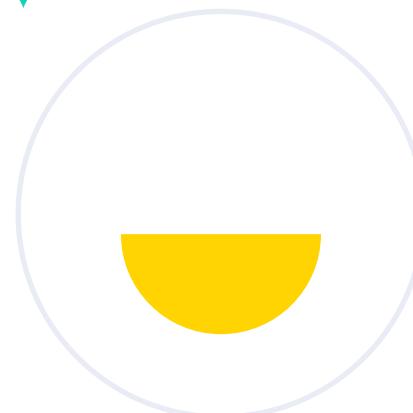


## Tablas mejoradas

Mejor legibilidad y acceso a los datos, sin perder el contexto.

## Diseño personalizado

Cambie los diseños, fuentes y colores para personalizar el aspecto de la interfaz.



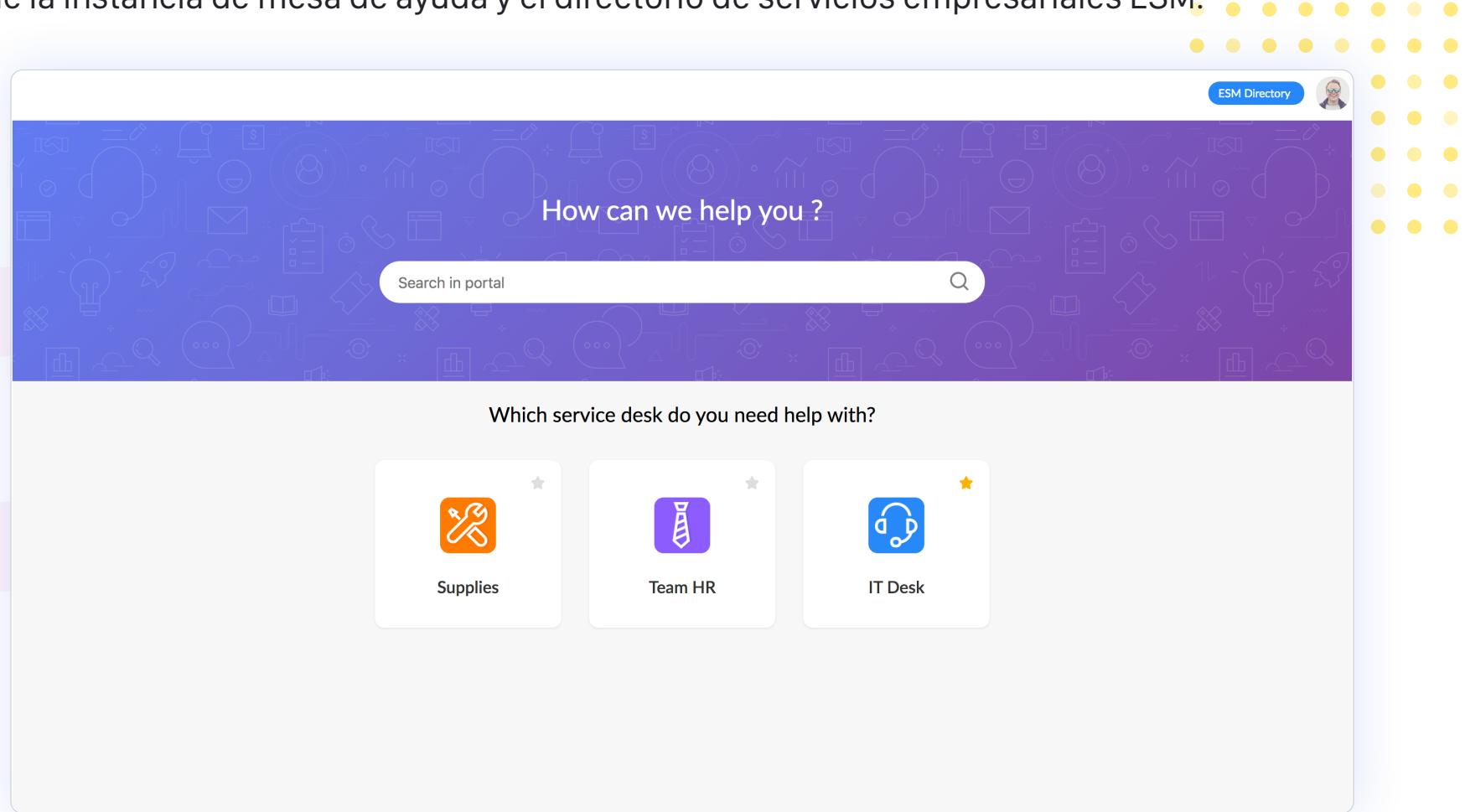
# Presentamos el nuevo ServiceDesk Plus

El nuevo ServiceDesk Plus ofrece más de 100 micro mejoras en toda la aplicación, una interfaz visualmente agradable ¡y una experiencia de usuario sin igual!

- Ahora los usuarios pueden cambiar fácilmente entre una barra lateral, una barra superior o una barra lateral simple para personalizar los diseños.
- También pueden cambiar a la vista Kanban, vista de calendario y muchas otras vistas.
- Las fuentes elegantes, los iconos abstractos y los colores hacen que la interfaz de usuario sea visualmente atractiva, además de asegurar que sea más legible y fácil de usar.

# Gestión de servicios empresariales

Seleccione entre una variedad de iconos de portal o cargue sus propias imágenes para personalizar los iconos de la instancia de mesa de ayuda y el directorio de servicios empresariales ESM.



## Diseños

Los usuarios pueden cambiar de instancia fácilmente accediendo al panel izquierdo ⏮, que ahora muestra el logotipo de la organización, las instancias y los vínculos al directorio y portal de ESM.

The screenshot displays the Zylker ESM Portal interface. At the top, there's a navigation bar with links for Changes, Projects, Releases, Solutions, Assets, CMDB, Purchases, Contracts, Reports, and a search bar. To the right of the search bar are icons for a file, a lightning bolt, a clock, a document, and a gear, along with a user profile icon. A notification badge with the number 4 is visible above the gear icon.

The main content area features several charts and tables:

- Open Requests by Mode**: A pie chart showing the distribution of open requests. The largest segment is "Not Assigned" (blue).
- SLA Violation by Technician**: A bar chart showing request counts for technicians. The categories are "Not Assigned", "Karthikeyan", and "Karthikeyan Tech". All three have a count of 1, with the "Not Assigned" bar being red.
- On Hold vs Overdue Requests**: A table comparing the count of requests on hold and overdue across different categories.
- Activity Chart**: A line graph showing activity levels over the past week. The highest peak is on Thursday at 23.

On the left side, there's a sidebar titled "INSTANCES" listing three instances: "Supplies", "Team HR", and "IT Desk". The "IT Desk" instance has a yellow star icon next to it. Below the instances, there are two buttons: "ESM Portal" and "ESM Directory".

# Instancias

La banda superior muestra el logotipo de la instancia para que los usuarios puedan identificar fácilmente las instancias a las que necesitan acceder.

The screenshot shows the IT Desk application's Scheduler module for December 2019. The interface includes a top navigation bar with various links and a header with several icons. The main content is a calendar grid for December, with a pink circle highlighting December 16th. A blue box surrounds the number '16' on the calendar. The right side of the screen has dropdown menus for Site, Select Group, and Technician, and a sidebar titled 'My Summary'.

The screenshot shows a software interface with a navigation bar at the top containing 'CMDB', 'Purchases', 'Contracts', and 'Reports'. A user profile for 'Jack Daniel' is displayed, along with links to 'My Account' and 'Personalize'. Below the navigation bar, there is a table with columns 'Name', 'Group', and 'Status'. Several rows are listed, each with a status of 'Open'. A modal window titled 'LAYOUT PERSONALIZATION' is open, showing options for the navigation menu. It includes radio buttons for 'Sidebar' (selected), 'Sidebar lite', and 'Topbar' (highlighted with a blue border). It also shows a dropdown for 'Navigation background' with 'Charcoal Black' and 'Polar White' selected. Under 'Preferred Font', 'Lato' is chosen. Under 'Preferred Color', four color swatches are shown: blue, teal, purple, and red. At the bottom of the modal, there is an 'ENTERPRISE PLAN' section with a 'Next Renewal Date Jan 2, 2020', a 'View plan details' link, and an 'Upgrade' button. To the right of the modal, there is a decorative graphic of a rocket ship launching from a pink circular base.

## Navegación

Seleccione uno de los tres menús de navegación: Barra lateral, barra lateral simple y barra superior.

**Barra lateral:** Muestra iconos y texto en un lado de la pantalla.

**Barra lateral simple:** Un menú más elegante con solo iconos en un lado de la pantalla.

**Barra superior:** El menú clásico con todas las opciones en la parte superior de la pantalla.

## Q Experiencia de búsqueda unificada

Gracias al cuadro de búsqueda más grande, los usuarios ahora pueden ingresar más información y los resultados de la búsqueda se agrupan por módulo, tabla de tareas y fecha de vencimiento.

The screenshot shows the IT Desk application interface. At the top, there's a navigation bar with icons for Home, Requests, Tickets, and more, followed by a search bar labeled "Requests". Below the search bar is a large search panel titled "Narrow down your search" with various filters:

- request id request id
- status status name
- requester requester name
- created date after date
- created date date
- created date between date-date

On the right side of the search panel, there are buttons for "Last 30 days", "Last 90 days", "Last Year", and "All time". Below the search panel is a table titled "Open Requests" with the following columns: ID, Subject, Status, Requester, Created Date, and Open. The table lists 10 rows of requests, each with a small preview icon and a "More..." button. The requests are as follows:

ID	Subject	Status	Requester	Created Date	Open
26	Reset password for my email	Unassigned	Karthikeyan Req	Dec 13, 2019 04:04 PM	-
25	I am moving to a different domain. Please update the specified. Do the needful.	Unassigned	Karthikeyan Req	Dec 13, 2019 04:03 PM	-
24	Download the specified file from the given link	Unassigned	Karthikeyan Req	Dec 13, 2019 04:03 PM	-
2	Please provide me an account in our CRM system	Unassigned	Karthikeyan Req	Dec 12, 2019 06:56 PM	-
3	Please create a new email account for me	Unassigned	Karthikeyan Req	Dec 12, 2019 06:56 PM	-
4	Please install the specified email client in my machine	Unassigned	Karthikeyan Req	Dec 12, 2019 06:56 PM	-
5	Please increase storage space for my email account	Unassigned	Karthikeyan Req	Dec 12, 2019 06:56 PM	-
6	Please delete the specified email account	Unassigned	Karthikeyan Req	Dec 12, 2019 06:56 PM	-
8	Please download the specified file from the given link	Unassigned	Karthikeyan Req	Dec 12, 2019 06:56 PM	-
9	Please create VPN account for me and install	Unassigned	Karthikeyan Req	Dec 12, 2019 06:56 PM	-

## Realizar una solicitud

Ahora es más fácil realizar una solicitud gracias a la interfaz de usuario mejorada que utiliza más espacio en blanco, lo que mejora la legibilidad en varios niveles.

The screenshot shows the IT Desk application interface. On the left, there's a sidebar with a list of technicians: Annie Marie, Jack Daniel, Karthikeyan Tech, Karthikeyan Tech 1, Kritik Sharma, Li Hanying, Nitin Menon, Omar Mukhtar, Rebecca Harley, Robbie Fernando, and Yan ZhenKang. Below this is a legend: Company Holiday (light blue), Weekends (light grey), Logged-in Technicians (green dot), Non Logged-in Technicians (grey dot), Technician Unavailable (red dot), Delegated Leave (orange dot), and Undelegated Leave (dark red dot). The main area displays a calendar for December 2019. The 17th is highlighted in blue, indicating it's a company holiday. A tooltip 'Raise a request' appears over the 17th, listing various request types: New Incident, Quick Incident, Service Catalog, Corporate Website, Email (with sub-options for email account creation, client installation, storage increase, deletion, password reset), Internet Access, Intranet, Payroll, VOIP or Telephone, Default Request, Mail fetching, New Joinee, Printer problem, and Unable to browse. The background features a decorative grid of yellow dots.

## ⌚ Elementos recientes

Los elementos recientes ahora se dividen en función del tiempo e incluyen más elementos para mejorar la accesibilidad del usuario

The screenshot shows the IT Desk application interface. On the left, there's a sidebar with sections for 'FOR TECHNICIANS' (Active Delegations, Expired Delegations, Undelegated Leave) and 'FOR REQUESTERS' (Active Delegations, Expired Delegations, Undelegated Leave). The main content area displays 'Active Delegations for technicians' with a table listing five entries. To the right, a large sidebar titled 'Recent Items' is open, showing a grid of recent activity items categorized by date (TODAY, DEC 02, 2019). Each item includes a small icon, the type (SOLUTION, REQUEST, CHANGE, ASSET), a brief description, and the time it was last updated.

Technician	Period	Status
Annie Marie annie.marie@zylker.com	Dec 24, 2019 - Dec 25, 2019 [2 days.]	In progress
Li Hanying li.hanying@zylker.com	Dec 24, 2019 - Dec 25, 2019 [2 days.]	In progress
Elano Blumer karthikeyan.b+tech1t0@zohotest.com	Dec 26, 2019 - Dec 27, 2019 [2 days.]	Scheduled
Kritik Sharma kritik.sharma@zylker.com	Dec 26, 2019 - Dec 27, 2019 [2 days.]	Scheduled
Jack Daniel karthikeyan.b+t0@zohotest.com	Dec 27, 2019 - Dec 30, 2019 [4 days.]	Scheduled

**Recent Items**

**TODAY**

- SOLUTION** Document for Request Custom Menu and Cu... 5 mins ago
- REQUEST** Please install the specified email client in my... 02:58 PM
- CHANGE** Setup database migration for selected organ... 12:14 PM
- ASSET** MacBook Pro - 5735 S17 11:07 AM
- REQUEST** Reset password for my email account 10:34 AM

**DEC 02, 2019**

- PROBLEM** Network connectivity issues 07:03 PM
- SOLUTION** How to Export SSL certificate using MMC? 06:54 PM
- CHANGE** Update the Windows patch update 05:27 PM
- ASSET** MacBook Pro - 5735 S17 04:00 PM

## ☒ Aprobaciones pendientes

Las aprobaciones pendientes se dividen por módulos y se muestran junto con el recuento. Ahora los usuarios pueden buscar la aprobación y marcar fácilmente su acción de aprobación.

The screenshot displays the IT Desk application interface. On the left, there's a sidebar titled 'All Changes' with a dropdown menu and several change items listed. The main area shows a detailed view of a 'GENERAL CHANGE ID - CH-6' titled 'Update the Windows patch update'. This view includes sections for 'Change Details' and 'CSI Section'. To the right, a modal window titled 'My Pending Approvals' is open, listing pending approvals categorized into 'CHANGES', 'REQUESTS', and 'PURCHASES'. Each category has a red circular badge indicating the count of pending approvals (1, 2, and 1 respectively). The 'CHANGES' section shows a specific change item with a preview and approval buttons ('Approve', 'Reject', 'Cancel'). The 'REQUESTS' section lists two requests, and the 'PURCHASES' section lists one purchase request.

The screenshot shows a software interface with a top navigation bar containing 'Releases', 'Solutions', 'Assets', 'CMDB', 'Purchases', 'Contracts', and 'Reports'. Below this is a toolbar with 'Link Requests' and 'Assign' buttons. The main area displays a table of requests with columns for 'Requester Name', 'Technician', and 'Group'. The table lists several entries, including Thomas Wayne assigned to Elano Blumer, Karthikeyan Reddy assigned to Karthikeyan Tech, and James Archer assigned to Unassigned with a note about Printer Problems. To the right, a modal window titled 'Notifications' is open, featuring a search bar and a list of notifications categorized by date. The 'TODAY' section contains two items: a broadcast message from Jack Daniel at 12:21 pm and a request assignment notification at 12:20 pm. The '17-DEC-2019' section contains two more notifications: a guide to Zylker's Do's and Don'ts at 01:08 pm and an announcement about cleaning up support E-mail groups at 01:07 pm. The '13-DEC-2019' section also contains two notifications: another request assignment at 04:20 pm and a duplicate request assignment at 04:20 pm.

## 🔔 Notificaciones

Las notificaciones y los anuncios del administrador son claramente visibles.

Cuando se asigna una solicitud a un técnico, la notificación se muestra como una ventana emergente que aparece en la parte inferior de la página.

Todas las notificaciones se agrupan y están disponibles bajo el icono de campana que se encuentra en la parte superior derecha de la pantalla. Cada vez que se añade una nueva notificación, va acompañada de una campana.

The screenshot shows a software application interface with a dark header bar containing navigation links: Releases, Solutions, Assets, CMDB, Purchases, Contracts, and Reports. Below the header is a search bar with a placeholder 'Search' and a grid of letters from F to Q. The main content area displays a table with columns: Login Name, Email, Department Name, and Employee ID. Two rows are visible: one for 'james@zillum.com' (Sales, Employee ID 120) and another for 'robert@zillum.com' (Sales, Employee ID 54). A modal window titled 'Jack Daniel' is open, showing the user's profile picture, name, email (jack.daniel@zylkar.com), and links to 'My Account' and 'Personalize'. The modal also contains sections for 'LAYOUT PERSONALIZATION' (Navigation menu: Sidebar, Sidebar lite, Topbar selected), 'Navigation background' (Charcoal black selected, Polar white), 'Preferred font' (Lato selected), and 'Preferred color' (a palette of blue, green, purple, and red). An 'ENTERPRISE PLAN' section shows 'Next Renewal Date Jan 2, 2020', a 'View plan details >' link, and an 'Upgrade' button. A decorative graphic of a rocket launching is positioned next to the plan information. At the bottom of the modal is a save icon.

## Perfil de usuario

Los usuarios pueden modificar el nombre para mostrar, cargar una foto y también acceder a la aplicación para iPhone o Android.

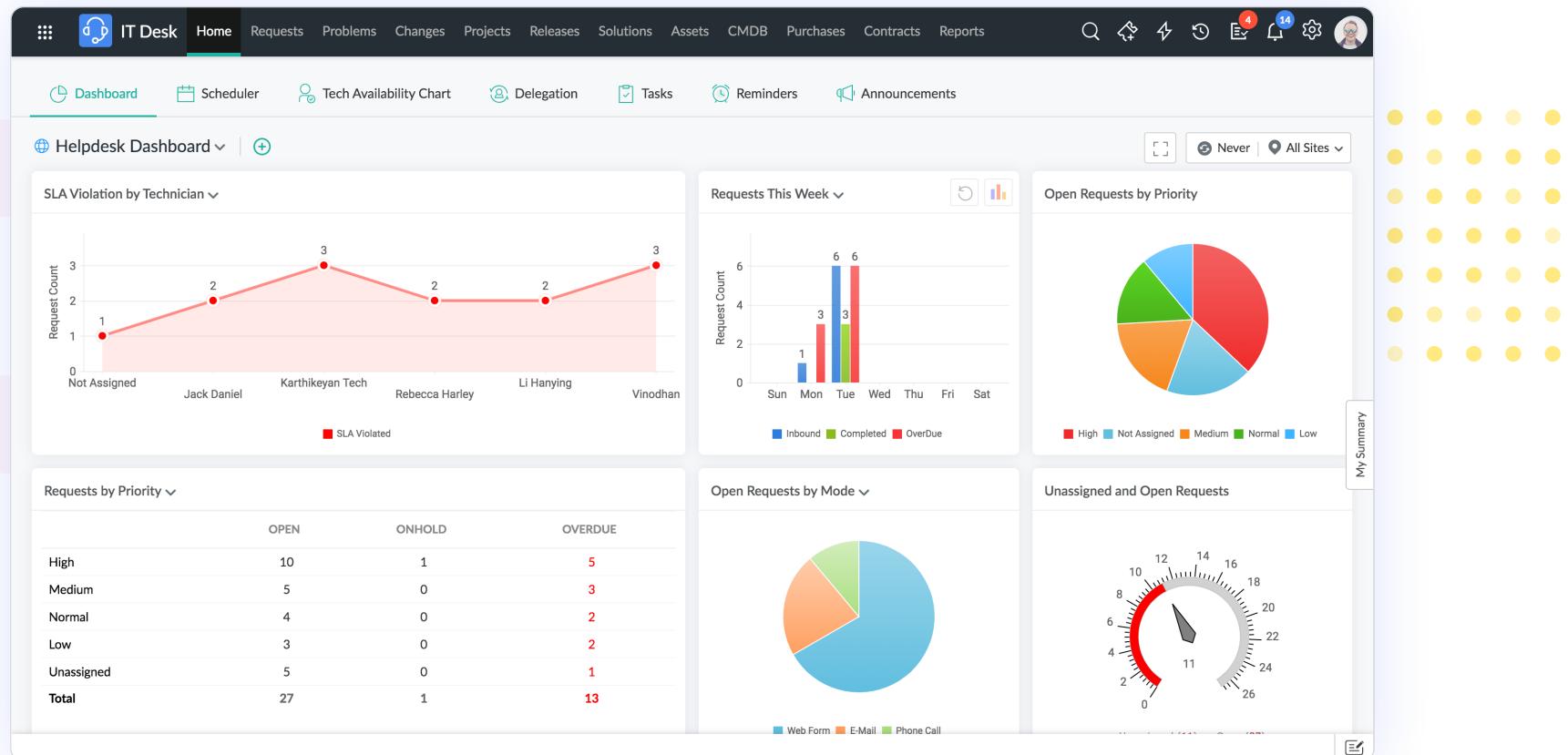
Los usuarios pueden personalizar el menú de navegación, el fondo de navegación y establecer la fuente y el color que prefieren en las opciones más recientes.

Otra información importante, como la siguiente fecha de renovación y toda la información relacionada con el plan, está disponible en el panel de usuario.

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# Dashboard

Controle todos los datos de las aplicaciones desde un solo lugar. Los dashboards, con tecnología de Zoho Charts, ahora muestran todos los datos necesarios en la página del dashboard. Ahora los usuarios pueden mostrar los mismos datos en diferentes tipos de gráficos sin tener que navegar por varias páginas para obtener los datos necesarios; todos los datos del dashboard están disponibles en la misma página.

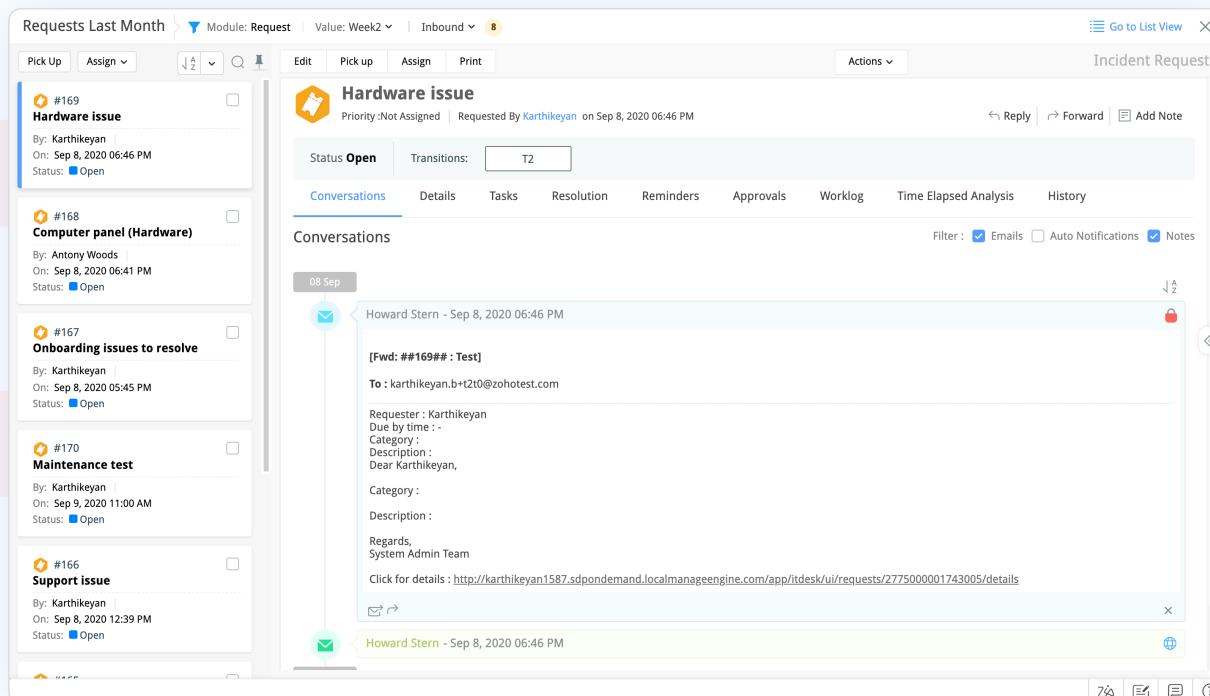


# Vista inteligente en el dashboard y el planificador

La vista inteligente consiste en acceder a los datos con la posibilidad de editarlos sin tener que cambiar de página. Puede hacer la operación en un solo lugar.

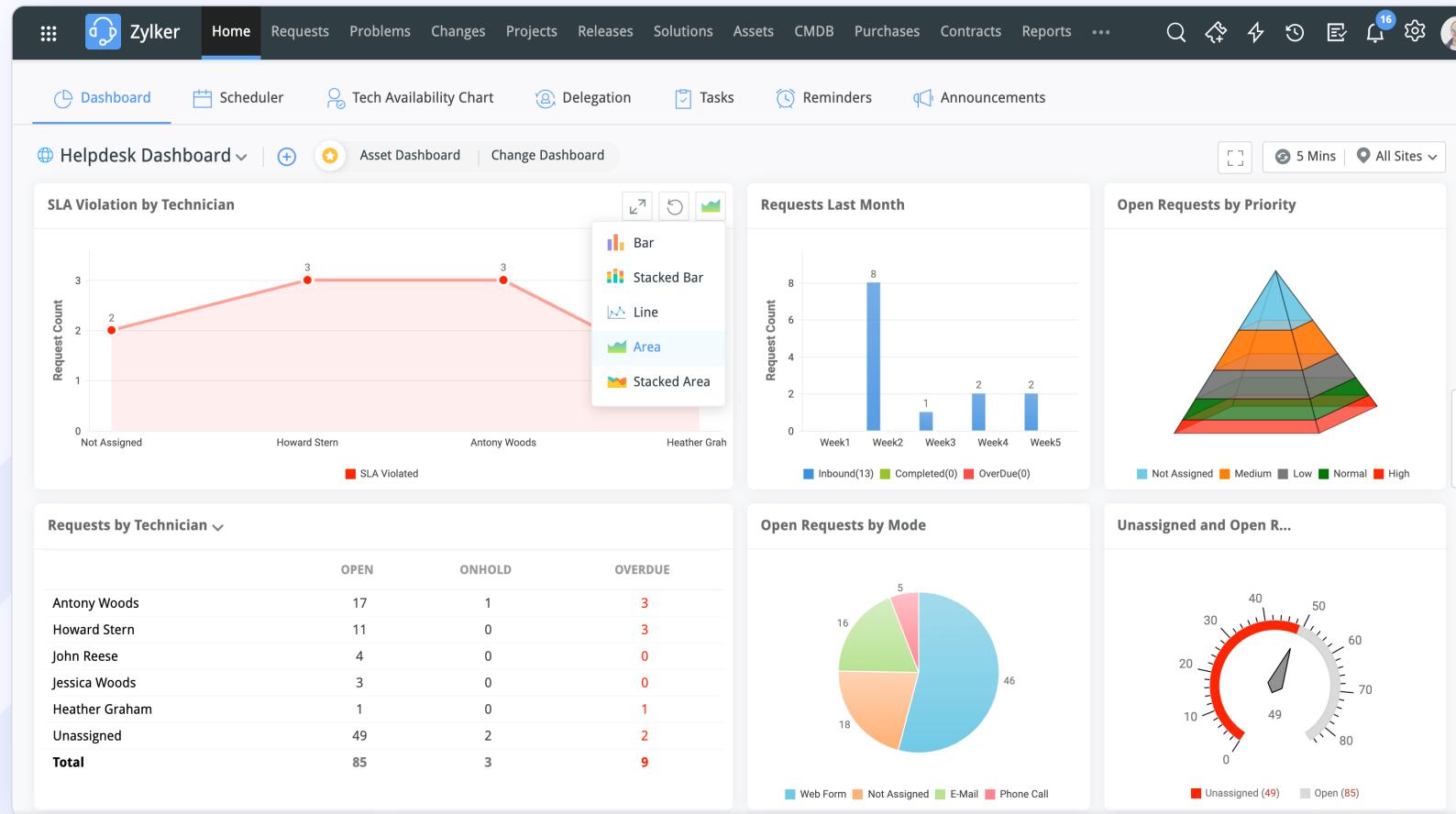
Los usuarios pueden activar una vista inteligente desde los filtros del dashboard y ver en pantalla completa la página de detalles de los dashboards de todos los módulos usando la lista de funciones mejorada.

Además, los usuarios pueden anclar y desanclar la lista de tickets en la misma vista y también hay un botón para «Ir a la vista de lista». Además, puede atender y asignar tickets para realizar operaciones de forma masiva.



# Cambie a diferentes tipos de gráficos / tablas

En el dashboard, los usuarios pueden representar sus datos utilizando diferentes tipos de gráficos / tablas.



# Tablas mejoradas

1. Cambie fácilmente entre listas, plantillas y otras vistas. Los primeros elementos de la tabla son el selector de columnas y la función de búsqueda, lo que garantiza resultados de búsqueda más rápidos.
2. Los usuarios pueden seguir viendo los encabezados de las tablas incluso mientras se desplazan por tablas grandes.

ID	Subject	Requester Name	Technician	Group	Status	Due by date	Created Date
16	Please change the resources and services associated with my previous place to the current place	Karthikeyan Req	Jack Daniels	-	Open	-	Dec 12, 2019 06:56 PM
17	Please provide the services required for our new employee	Karthikeyan Req	Unassigned	-	Open	-	Dec 12, 2019 06:56 PM
7	Add an exclusion to Windows Defender Antivirus	Karthikeyan Req	Unassigned	Hardware Problems	Open	Dec 13, 2019 10:00 AM	Dec 12, 2019 06:56 PM
18	Please note that I am moving to a different department as specified. Do the needful.	Karthikeyan Req	Unassigned	-	Open	-	Dec 12, 2019 06:56 PM
19	Please do the needful as the employee mentioned is leaving our organization	Karthikeyan Req	Karthikeyan Tech 1	-	Open	-	Dec 12, 2019 06:56 PM
20	Unable to fetch mails	Karthikeyan Req	Unassigned	Hardware Problems	Open	-	Dec 12, 2019 06:56 PM
21	New employee joining the organization	Karthikeyan Req	Unassigned	-	Open	-	Dec 12, 2019 06:56 PM
22	Printer problem	Karthikeyan Req	Unassigned	Printer Problems	Open	-	Dec 12, 2019 06:56 PM
23	Unable to browse	Karthikeyan Req	Karthikeyan Tech	Network	Open	Dec 13, 2019 05:00 PM	Dec 12, 2019 06:56 PM

## ➕ Vista personalizada

Ahora el usuario puede crear sus vistas más rápido y también marcarlas como favorito. Ofrecemos opciones para ver una vista previa de los criterios antes de guardarlos. El ícono para agregar la vista personalizada se encuentra junto al filtro principal.

The screenshot shows the IT Desk software interface with a "Requests" tab selected. At the top, there's a toolbar with various icons and a search bar. A modal window titled "Custom view name" is open, showing "4 Criteria applied" and buttons for "Save" and "Cancel". Below the toolbar is a header row with columns for "ID", "Subject", "Requester Name", "Technician", "Group", "Status", "Due by date", and "Created Date". The main area displays a list of 9 incidents. Each incident row includes a checkbox, edit, delete, and other action buttons. The incidents are:

ID	Subject	Requester Name	Technician	Group	Status	Due by date	Created Date
2	Printer problem	James Archer	Unassigned	Printer Problems	Open	-	Dec 12, 2019 06:56 PM
8	Outlook mail is not syncing	Steve Carter	Unassigned	Network	Open	-	Dec 12, 2019 06:56 PM
10	Unable to access files	Robert Lee	Unassigned	Network	Open	-	Dec 12, 2019 06:56 PM
7	VPN facing frequent termination	Zhang Wei	Unassigned	Network	Closed	Dec 13, 2019 10:00 AM	Dec 12, 2019 06:56 PM
20	Please do the needful as the employee mentioned is leaving our organization	Karthikeyan Reddy	Unassigned	Hardware Problems	Open	-	Dec 12, 2019 06:56 PM
21	Please provide me a BlackBerry phone to test our product	Karthikeyan Reddy	Unassigned	-	Open	-	Dec 12, 2019 06:56 PM
22	Please provide me a mobile for on-call support	Karthikeyan Reddy	Unassigned	Printer Problems	Open	-	Dec 12, 2019 06:56 PM
23	Please provide me a telephone extension	Karthikeyan Reddy	Karthikeyan Tech	Network	Open	Dec 13, 2019 05:00 PM	Dec 12, 2019 06:56 PM
1	Unable to fetch mails	Zhang Wei	Jack Daniel	Network	On Hold	Dec 13, 2019 10:00 AM	Dec 12, 2019 06:56 PM

# Página de detalles

La experiencia del usuario en la página de detalles de los módulos se ha mejorado con cambios significativos en la visualización y la ubicación de varias funciones.

El panel izquierdo ahora se encuentra en el centro de la página, lo que resalta las funciones y facilita el acceso del usuario.

The screenshot displays the 'Incident Request' details page. On the left, a sidebar contains icons for Home, Requests, Problems, Changes, Projects, Releases, Reports, and More. The main content area shows a request titled 'Please provide me an account in our CRM system' from 'Karthikeyan Reddy' on Dec 12, 2019 06:56 PM. It includes tabs for Conversations, Details (selected), Tasks, Resolution, Reminders, Approvals, Worklog, Time Elapsed Analysis, and History. The 'Details' tab shows request details like Request Type (Not Assigned), Status (Closed), Mode (Web Form), Level (Not Assigned), Site (Site 1), Group (Group 1.2), Technician (Not Assigned), Emails To Notify (-), Created By (Karthikeyan Reddy), SLA (Not Assigned), Created Date (Dec 12, 2019 06:56 PM), and Time Elapsed (0hrs 0min). To the right, a large 'CLOSED' stamp is visible, along with sections for Request ID (# 3), Status (Closed), Lifecycle (Not Assigned), Priority (Low), Technician (Not Assigned), Group & Site (Group 1.2, Site 1), Tasks (0), Reminders (0), Approval Status (Not Configured), Attachments (0), Due By (No due date set), and Worklog Timer. Below these are sections for Linked Requests, Associated Problem, Change Caused by Request, Change that Initiated Request, Associated Project, and Requester Details (Karthikeyan Reddy). A sidebar on the right shows a grid of colored dots.

# ☰ Lista de solicitudes

1. Lista desplegable de nueva incidencia: Elija entre las opciones de la lista de plantillas de solicitud disponibles.
2. Filtro de tiempo: Seleccione el período para mostrar sólo las solicitudes registradas en ese intervalo de tiempo.

The screenshot shows the IT Desk software interface with the 'Requests' tab selected. On the left, a sidebar displays a list of request templates. The main area shows a table of requests with columns for Requester Name, Technician, Group, Status, Due by date, and Created Date. The first few rows of the table are:

	Requester Name	Technician	Group	Status	Due by date	Created Date
1	mail account	Thomas Wayne	Elano Blumer	Open	-	Dec 13, 2019 04:04 PM
2	for my voice message box	Karthikeyan Reddy	Karthikeyan Tech	Open	-	Dec 13, 2019 04:03 PM
3	done for our product	Karthikeyan Reddy	Jack Daniel	Open	-	Dec 13, 2019 04:03 PM
4		James Archer	Unassigned	Printer Problems	Open	-
5	count in our CRM	Karthikeyan Reddy	Unassigned	Group 1.2	Closed	-
6	ail account for me	Stephen Nelson	Unassigned	Group 1.1	Open	-
7	ailed email client in my	Lucy Walton	Unassigned	Group 2.2	Open	-
8	Please increase storage space for my email account	Rajesh Kumar	Unassigned	Group 2.1	Open	-
9	Outlook mail is not syncing	Steve Carter	Unassigned	Network	Open	-
10	Please download the specified file from the given link	Karthikeyan Reddy	Unassigned	Group 2.2	Open	-

# ☰ Lista de solicitudes

3. Selector de columnas: Seleccione y muestre solo las columnas necesarias.
4. Cambiar vistas: Seleccione la vista en función de su preferencia de visualización

The screenshot shows the IT Desk software interface with the 'Requests' tab selected. On the left, a 'Column Chooser' sidebar is open, allowing users to select which columns they want to display in the main table. The main table lists 26 requests, each with details such as Requester Name, Technician, Group, Status, Due by date, and Created Date. A 'Last 30 days' filter is applied, and the results are displayed in a grid view. The interface includes various buttons for managing requests like 'New Incident', 'Edit', 'Delete', 'Pick Up', 'Close', 'Merge', 'Link Requests', and 'Assign'. The top navigation bar includes links for Home, Requests, Problems, Changes, Projects, Releases, Solutions, Assets, CMDB, Purchases, Contracts, and Reports, along with search and filter icons.

ID	Subject	Requester Name	Technician	Group	Status	Due by date	Created Date
1	Reset password for my email account	Thomas Wayne	Eliano Blumer	-	Open	-	Dec 13, 2019 04:04 PM
2	Please reset password for my voice message box	Karthikeyan Reddy	Karthikeyan Tech	-	Open	-	Dec 13, 2019 04:03 PM
3	Please provide me an iPhone for our product testing	Karthikeyan Reddy	Jack Daniel	-	Open	-	Dec 13, 2019 04:03 PM
4	Printer problem	James Archer	Unassigned	Printer Problems	Open	-	Dec 12, 2019 06:56 PM
5	Please provide me an account in our CRM system	Karthikeyan Reddy	Unassigned	Group 1.2	Closed	-	Dec 12, 2019 06:56 PM
6	Please create a new email account for me	Stephen Nelson	Unassigned	Group 1.1	Open	-	Dec 12, 2019 06:56 PM
7	Please install the specified email client in my machine	Lucy Walton	Unassigned	Group 2.2	Open	-	Dec 12, 2019 06:56 PM
8	Please increase storage space for my email account	Rajesh Kumar	Unassigned	Group 2.1	Open	-	Dec 12, 2019 06:56 PM
9	Outlook mail is not syncing	Steve Carter	Unassigned	Network	Open	-	Dec 12, 2019 06:56 PM
10	Please download the specified file from the given link	Karthikeyan Reddy	Unassigned	Group 2.2	Open	-	Dec 12, 2019 06:56 PM

## ☰ Lista de solicitudes

5. Muestra los datos de la tabla en la vista cómoda o compacta según las preferencias de lectura del usuario.
6. La codificación por colores y las fuentes más brillantes en la Vista de Lista mejoran la legibilidad y la facilidad de uso de la Vista de Lista.

The screenshot shows the IT Desk software interface with the 'Requests' tab selected. The main area displays a list of 26 requests. Each request row contains columns for ID, Subject, Requester Name, Technician, Group, and Status. To the right of the table, there is a 'Table Settings' dropdown menu with the following options:

- Records Per Page: 100
- Sort By Column: Subject
- Refresh Frequency: Never
- Display Density: Compact (highlighted with a red circle)

A red arrow labeled '5' points from the bottom left to the 'Display Density' button. The background features a grid of colored dots (yellow, grey, blue) on the right side of the screen.

ID	Subject	Requester Name	Technician	Group	Status
26	Reset password for my email account	Thomas Wayne	Elano Blumer	-	Open
25	Please reset password for my voice message box	Karthikeyan Reddy	Karthikeyan Tech	-	Open
24	Please provide me an iPhone for our product testing	Karthikeyan Reddy	Jack Daniel	-	Open
2	Printer problem	James Archer	Unassigned	Printer Problems	Open
3	Please provide me an account in our CRM system	Karthikeyan Reddy	Unassigned	Group 1.2	Closed
4	Please create a new email account for me	Stephen Nelson	Unassigned	Group 1.1	Open
5	Please install the specified email client in my machine	Lucy Walton	Unassigned	Group 2.2	Open
6	Please increase storage space for my email account	Rajesh Kumar	Unassigned	Group 2.1	Open
8	Outlook mail is not syncing	Steve Carter	Unassigned	Network	Open
9	Please download the specified file from the given link	Karthikeyan Reddy	Unassigned	Group 2.2	Open

## Colores de las filas de tabla (módulo de solicitud)

Los usuarios pueden establecer colores de fondo para la columna o fila específica de acuerdo con la prioridad, estado y urgencia para identificar fácilmente la naturaleza del ticket.

Esta función permite a los usuarios establecer colores de fondo para la vista de lista/plantilla para la vista de lista de solicitudes.

Además, los usuarios pueden personalizar y definir qué columnas tienen color y también hay más ajustes disponibles en la configuración de color de fila de la tabla.

The screenshot shows the Jira software interface with the 'Color Settings' dialog open. The dialog allows users to set colors based on specific criteria like status, and applies those colors to various fields such as category, created by, due date, approval status, checkbox, worklog timer, and requester name. A preview window shows a table with colored rows corresponding to the settings. To the right, a list of tickets is displayed with colored dots next to each entry, indicating the status or priority of the ticket.

ID	Subject	Priority	Status	Category
1	Subject	Priority	Status	Category

Color Settings Dialog:

- Row Color Based On: Status
- Default Color: (Color swatch)
- Add New: +
- Applies To:
  - Category
  - Created By
  - Due date
  - Approval Status
  - Checkbox
  - Worklog Timer
  - Requester Name
- Opacity: 13 %

Save Cancel

Color Preview:

Last Upda	Oct 8, 202	Aug 19, 20	Aug 28, 2	Aug 18, 20				
Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow

## ≡ Vista de plantilla de solicitud

Las tareas de solicitud se representan como gráficos circulares que ayudan a los usuarios a cerrar sus tickets fácil y rápidamente en la vista de plantilla.

IT Desk

All Requests

ID	Subject	Status	Technician	Due By	Tasks
26	Reset password for my email account	Open	Rebecca Harley	DEC 25 Wed by 7:50 PM	33% 1/3
25	Need to reset password for my voice message box	Open	Li Hanying	DEC 23 Mon by 7:52 PM	50% 2/4
24	Required an iPhone for our product testing	Open	Jack Daniel	DEC 25 Wed by 7:53 PM	20% 1/5
2	Printer problem	Open	Unassigned Printer Problems	DEC 23 Mon by 8:54 PM	25% 1/4
3	Please provide me an account in our CRM system	Closed	Unassigned Group 1.2	DEC 26 Thu by 7:55 PM	100% 1/1
4	Please create a new email account for me	Open	Unassigned Group 1.1	DEC 25 Wed by 7:55 PM	50% 1/2
5	Please install the specified email client in my machine	Open	Unassigned Group 2.2	DEC 23 Mon by 10:00 PM	100% 1/1
6	Please increase storage space for my email account	Open	Unassigned Group 2.1	DEC 18 Wed by 8:00 PM	0% 0/1

## III Vista Kanban

Kanban facilita y simplifica la organización y priorización de las solicitudes. Todas las solicitudes se muestran como tarjetas que se pueden mover fácilmente con acciones de arrastrar y soltar. Además, puede modificar su visualización mediante filtros personalizados basados en criterios como el estado, el técnico y la prioridad.

The screenshot displays a Kanban board interface for managing service requests. At the top, a navigation bar includes links for Home, Requests (which is the active tab), Problems, Changes, Projects, Releases, Solutions, Assets, CMDB, Purchases, Contracts, and Reports. To the right of the navigation are search, filter, and notification icons. A sidebar on the left shows a grid of colored dots representing different categories or states. The main area is a grid of request cards, each containing details like ID, description, assignee, status, and priority. The cards are organized into columns by technician: Unassigned, Jack Daniel, Rebecca Harley, and Li Hanying. Each card includes a row of small icons for actions like edit, delete, and history.

Technician	Request ID	Description	Assignee	Status	Priority
Unassigned	#8	Outlook mail is not syncing	Steve Carter	Open	No due date set
Unassigned	#9	Please download the specified file from the given link	Karthikeyan ...	Open	No due date set
Unassigned	#10	Unable to access files	Robert Lee	Open	No due date set
Jack Daniel	#1	Unable to fetch mails	Zhang Wei	On Hold	Dec 13, 2019 10:00 AM
Jack Daniel	#16	Please reset password for my AD account	Karthikeyan ...	Open	No due date set
Rebecca Harley	#15	Please create an account for me Active Directory	Karthikeyan ...	Open	Dec 13, 2019 05:00 PM
Rebecca Harley	#17	Please change the resources and services associated with my previous place to the current place	Karthikeyan ...	Open	No due date set
Li Hanying	#7	VPN facing frequent termination	Zhang Wei	Closed	Dec 13, 2019 10:00 AM
Li Hanying	#18	Please provide the services required for our new employee	Karthikeyan ...	Open	No due date set
Li Hanying	#25	Need to reset password for my voice message box	Karthikeyan ...	Open	No due date set
Li Hanying	#26	Reset password for my email account	Thomas Way...	Open	No due date set
Li Hanying	#11	Please setup an online meeting with the customer/vendor at the specified time			

The screenshot shows a service management application interface. At the top, there's a navigation bar with links for Releases, Solutions, Assets, CMDB, Purchases, Contracts, and Reports. To the right of the navigation is a search bar and a set of icons for filtering, sorting, and other functions. A user profile icon is also present.

The main area features a Kanban board on the left and a "Manage Technicians" panel on the right. The Kanban board displays three items:

- Incident Request ID: #15**: Status: Open, Created: Dec 13, 2019 05:00 PM, Due Date Set: No due date set. Priority: High.
- Incident Request ID: #17**: Status: Open, Created: Dec 13, 2019 05:00 PM, Due Date Set: No due date set. Priority: Low.
- Service Request ID: #26**: Status: Open, Created: Dec 13, 2019 05:00 PM, Due Date Set: No due date set. Priority: High.

The "Manage Technicians" panel has two sections:

- PINNED TECHNICIANS**: Unassigned (15), Jack Daniel (3), Rebecca Harley (3).
- TECHNICIANS**: Omar Mukhtar (0), Thomas Wayne (1), Li Hanying (3), Elano Blumer (1), Yan ZhenKang (0).

A vertical sidebar on the far left contains status messages: "13, 2019 10:00 AM" with a red "High" priority indicator, "for my AD account due date set", and "our product testing due date set" with another red "High" priority indicator.

## III Vista Kanban

Vea un resumen de cualquier solicitud haciendo clic en su asunto. Seleccione a los técnicos en función de su sitio o grupo. Ahora los usuarios pueden anclar la lista desplegable de gestión para asignar solicitudes rápidamente a los técnicos.

Configure filtros de tiempo para descartar las solicitudes antiguas e innecesarias. Ordene la columna de solicitudes de forma descendente o ascendente. Todas las demás acciones, como ver conversaciones, agregar notas o agregar un registro de trabajo, se pueden realizar fácilmente en la vista Kanban.

# Gestión de cambios y liberaciones

El código de color que indica los tipos de cambio mayores, menores, significativos y estándar permite reconocerlos fácilmente.

El calendario de cambios ahora muestra más datos para cualquier fecha dada, y las sugerencias especialmente diseñadas proporcionan información justo a tiempo.

The screenshot shows a software interface for managing changes. On the left is a sidebar with navigation links: Home, Requests, Problems, Changes (selected), Projects, Releases, Reports, and More. The main area is a calendar for December 2019. Several changes are listed as colored bars:

- CH-5 Setup database migration for selected organisation (orange bar from Dec 4 to Dec 7)
- CH-3 Update the Windows patch update (green bar from Dec 17 to Dec 20)
- CH-6 Update the Windows patch update (red bar from Dec 22 to Dec 25)

A tooltip for CH-3 provides the following information:

- General Change : CH-3
- Update the Windows patch update
- Status: Requested / Submission
- Scheduled: Dec 17, 2019 03:33 PM - Dec 20, 2019 03:33 PM
- Created Time: Sep 19, 2018 03:44 PM
- Approval Status: Approved
- Change Type: Standard

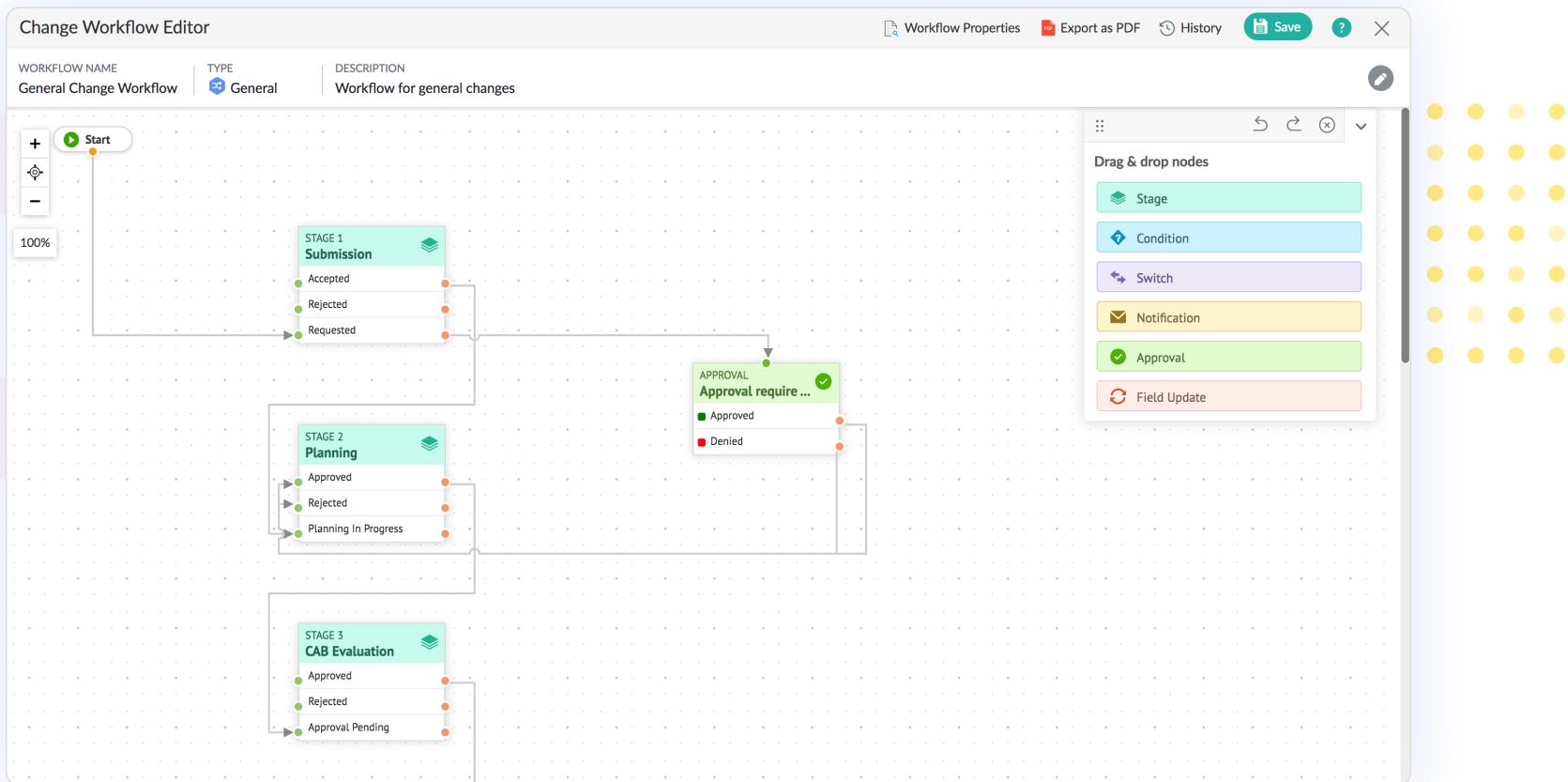
On the right, there is a legend titled "Approved Changes" showing a grid of colored circles corresponding to the change types:

Type	Color
Major	Orange
Minor	Green
Significant	Yellow
Standard	Red

# Flujos de trabajo

Las acciones ahora se encuentran en la barra superior para una mejor accesibilidad y el aumento en el espacio de pantalla permite a los usuarios navegar por el flujo de trabajo fácilmente.

Los botones para acercar, alejar y ajustar brindan mayor flexibilidad al usuario para configurar el flujo de trabajo.



# Proyectos

Los detalles del proyecto ahora incluyen la gestión de recursos, Gantt y dependencia de tareas en el menú. Además, el nuevo tamaño de la ventana (el espacio de trabajo visible disponible para el usuario) para la gestión de recursos y los diagramas de Gantt proporciona a los usuarios la flexibilidad y el espacio necesarios para trabajar con la aplicación.

The screenshot displays a project management interface for a "New Database Implementation US Region" project. The project was created by Jack Daniel on Dec 17, 2019 01:10 PM. The interface includes a sidebar with various icons for navigation, a header with search and filter options, and a main content area divided into sections: Project Details, Description, and a right-hand panel for project metadata.

**Project Details:**

Owner	Jack Daniel	Project Type	Infrastructure
Priority	High	Status	Open
Project Code	-	Created Date	Dec 17, 2019 01:10 PM
Schedule Start	Dec 17, 2019	Schedule End	Dec 15, 2020
Actual Start	Dec 18, 2019	Actual End	Dec 14, 2020
Estimated Hours	24000000000	Estimated Cost(\$)	1000000
Actual Hours	24000000000	Actual Cost(\$)	1000000
Projected End	Dec 16, 2020	% Completed	2
Site	Not Assigned		

**Description:**

Not available

**Right-hand Panel (Project Metadata):**

Project ID	# 100000000000033002
Status	Open
Priority	High
Owner	Jack Daniel
Tasks	100 % 1/1
Milestones	0 % 0/0
Attachments	0
Due Date	Dec 16, 2020
% Completed	2%
Associated Requests	Attach   Detach
Associated Change	New   Search

# Soluciones

Las soluciones ahora incluyen una vista de plantilla para los solicitantes. Esta vista muestra el estado y accesibilidad de los artículos de un vistazo.

En la Vista de Lista, ahora puede buscar fácilmente por temas y artículos. Las barras de desplazamiento individuales facilitan y simplifican el acceso a los datos. Al pasar el cursor sobre un tema, el usuario podrá agregar, renombrar o incluso eliminar temas.

The screenshot shows the 'IT Desk' interface with the 'Solutions' module selected. On the left, a sidebar lists various categories: Home, Requests, Problems, Changes, Projects, Solutions (which is currently selected), Reports, and More. The main area displays a list of topics under the 'All Topics' heading. Each topic entry includes a checkbox, the topic name, its status (Approved or Pending), accessibility level (Public or Private), and like/comment counts. A vertical scrollbar is visible on the right side of the list area. The top right corner features a user profile icon and several small circular icons with numbers (4, 4, 4) indicating notifications or pending actions.

Topic	Status	Accessibility	Likes	Comments
How to move a request from one ESM instance to another Instance.	Approved	Public	0	0
Document for Request Custom Menu and Custom Triggers	Approved	Public	0	0
How to setup Python on the Server	Approved	Public	0	0
How to Export SSL certificate using MMC?	Approved	Private	0	0
Intermittent AuthenticationFailedException in IMAP protocol in SDP	Approved	Public	0	0
Update the Windows patch	Approved	Public	0	0
Find your Wi-Fi network password in Windows	Approved	Private	0	0
How to configure mail server settings ?	Approved	Public	0	0

# Activos

Los detalles del activo utilizan iconos abstractos para indicar el tipo de activo para que los usuarios lo identifiquen fácilmente.

En la Vista de Lista, puede utilizar un explorador de activos o buscar por activos. Las barras de desplazamiento individuales facilitan y simplifican el acceso a los datos a través de estas listas.

The screenshot shows the IT Desk software interface with the following details:

- Left Sidebar:** A dark sidebar with icons for Home, Requests, Problems, Changes, Projects, Assets, Reports, and More.
- Top Bar:** Displays "IT Desk" with a cloud icon, a search bar, and various status indicators (4 notifications).
- Central Area:** Titled "Assets / Assets / IT". It shows a list of asset categories with their counts and status breakdowns:
  - Access Points (1)**: In Use (0), In Store (1), In Repair (0), Others (0)
  - Printers (0)**: In Use (0), In Store (0), In Repair (0), Others (0)
  - Routers (1)**: In Use (0), In Store (1), In Repair (0), Others (0)
  - Servers (0)**: In Use (0), In Store (0), In Repair (0), Others (0)
  - Switches (0)**: In Use (0), In Store (0), In Repair (0), Others (0)
  - Workstations (0)**: In Use (0), In Store (0), In Repair (0), Others (0)
- Right Side:** A decorative grid of yellow circles.

The screenshot shows a software interface for managing Configuration Items (CI). At the top, there's a navigation bar with icons for search, refresh, and notifications (4 each). Below it is a header with tabs for 'Relationship Map' and 'Actions'. The main area has a title 'Application' with back and forward arrows. On the left, there's a table with columns for 'Description' (containing a dash), 'Owned By' (Jack Daniel), 'Business Impact' (Not Assigned), 'Installed On' (Dec 17, 2019 04:31 PM), and 'Version' (Not Assigned). To the right of this table is a vertical sidebar. At the top of the sidebar is a section for 'Attached Documents' with a count of 0. Below that is a button labeled 'Link this CI'. Under 'ASSOCIATIONS', there are three sections: 'Associated Requests' (0/0), 'Associated Changes' (0/0), and 'Associated Releases' (0/0). At the bottom of the sidebar is a small edit icon. A decorative footer at the bottom consists of a grid of yellow dots.

## CMDB

El menú de detalles de la CMDB ahora está disponible con varias funciones. Los usuarios pueden agregar fácilmente relaciones de CI y ver una vista previa del mapa de relaciones. Toda la información asociada se muestra en el panel derecho, con una mejor representación de la cardinalidad.

Explore fácilmente la Vista de Lista de la CMDB con un explorador y por medio de la lista de CI. Las barras de desplazamiento individuales facilitan y simplifican el acceso a los datos a través de estas listas.

# Informes

Los iconos de carpeta que se abren y se cierran al hacer clic hacen que la experiencia de usuario sea interesante y positiva.

En la Vista de Lista, la accesibilidad aparece como una columna independiente, lo que permite obtener más información sobre los informes en todas las instancias. Además, los usuarios pueden crear fácilmente nuevos informes personalizados para los módulos.

The screenshot shows the Zoho Analytics interface. At the top, there's a navigation bar with tabs: All Reports, Drill Down Analysis, Query Reports, Schedule Reports, and Report Settings. The 'Reports' tab is currently selected. Below the navigation bar, there's a section titled 'All Reports' with buttons for 'New Custom Report' and 'New Folder'. A sidebar on the left lists 'Folder Name' and 'Archived Incidents Request'. The main content area displays a table of reports under 'Archived Incidents Request'. The table has columns for 'Report Name', 'Created by', 'Report Type', and 'Accessibility'. Each row contains a small preview icon, the report name, the creator (System), the report type (Tabular Report or Simple Matrix Report), and a 'Public' accessibility link. There are also icons for deleting and editing each report. On the right side of the interface, there's a promotional banner for 'Zoho Analytics' and a sidebar with a grid of yellow icons.

Report Name	Created by	Report Type	Accessibility
Archived Incidents by Category	System	Tabular Report	<a href="#">Public</a>
Archived Incidents by Priority	System	Tabular Report	<a href="#">Public</a>
Archived Incidents by Technician	System	Tabular Report	<a href="#">Public</a>
Archived Incidents by Sites	System	Tabular Report	<a href="#">Public</a>
Archived Incidents by Groups	System	Tabular Report	<a href="#">Public</a>
Archived Incidents Technician by Category	System	Simple Matrix Report	<a href="#">Public</a>
Archived Incidents Technician by Priority	System	Simple Matrix Report	<a href="#">Public</a>
Archived Incidents Technician by Requester	System	Simple Matrix Report	<a href="#">Public</a>
Archived Incidents Technician by Sites	System	Simple Matrix Report	<a href="#">Public</a>
Archived Incidents Technician by Groups	System	Simple Matrix Report	<a href="#">Public</a>

The screenshot shows the IT Desk application's interface. On the left, there is a vertical navigation bar with icons for Home, Requests, Problems, Changes, Projects, Releases, Reports, and More. The main area has a header "IT Desk" with a gear icon. Below the header is a "Setup" menu with the following items: Instance Configurations, Users & Permissions, Mail Settings, Customization, Templates & Forms, Automation, Probes & Discovery, User Survey, Data Administration, General Settings, Apps & Add-ons (with sub-options: Custom Apps, Chat Settings, Zoho Analytics, Projects, SMS Settings), and Integrations. The "Integrations" item is highlighted with a teal background. The main content area is titled "Integrations" and contains several integration cards. One card for "Actionable Messages for Outlook" is shown as disabled. Another card for "Microsoft Azure" is also disabled. A third card for "Microsoft Teams" is shown with a "Install from Microsoft Teams" button and is also disabled. A fourth card for "Jira" is partially visible. At the bottom of the integrations section, there is a grid of yellow dots.

## ⚙️ Configuración

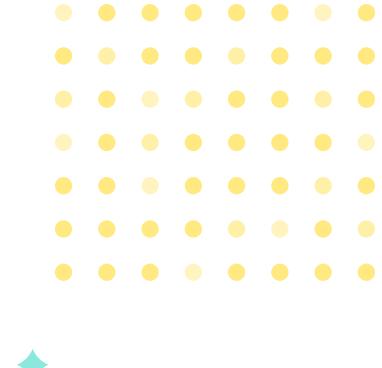
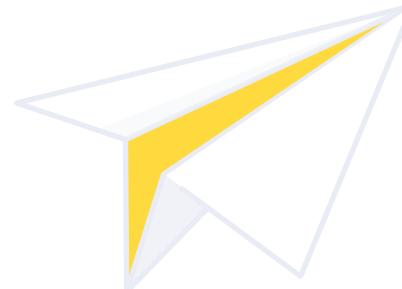
La configuración ahora se muestra como un ícono de engranaje en la esquina superior derecha de la aplicación. Los iconos nuevos, brillantes y modernos para todas las funciones, junto con una mejor visualización, hacen que el diseño de la nueva configuración sea más moderno y estético, lo cual sin duda brindará una gran experiencia de usuario.

Los ajustes generales ahora son más visibles y proporcionan opciones de usuario sencillas para realizar configuraciones específicas en toda la aplicación. Se mejoraron los criterios y los selectores de color, en todos los módulos, para mostrar más datos al usuario.

# Configuración

La función de búsqueda mejorada ahora permite a los usuarios encontrar configuraciones específicas rápidamente. Ahora es más fácil navegar a través de la configuración usando las pestañas secundarias organizadas de forma lógica en el panel izquierdo en todas las páginas.

The screenshot shows the Zoho IT Desk application interface. On the left, there is a dark sidebar with various navigation options: Home, Requests, Problems, Changes, Projects, Releases, Reports, and More. The 'More' option is expanded, showing 'Instance Configurations', 'Templates & Forms', 'Data Administration', and 'General Settings'. The 'General Settings' section is currently selected, displaying sub-options like 'Advanced Portal Settings', 'Requester Portal', 'Theme Settings', and 'Cloud Attachments'. A search bar at the top right contains the text 'ad'. Below the search bar, a dropdown menu lists several configuration items under the 'Customization' category, such as 'Additional Fields', 'Request Additional Fields', 'Requester Additional Fields', 'Technician Additional Fields', 'Problem Additional Fields', 'Change Additional Fields', 'Project Additional Fields', 'Release Additional Fields', 'Asset Additional Fields', and 'Workstation Additional Fields'. To the right of the search bar, there are several icons: a magnifying glass, a gear, a clock, a document with a red '4', a bell with a blue '4', and a user profile. Below these icons, there are sections for 'Customization', 'User Survey', and 'Developer Space', each with their respective descriptions and icons.



## Envíenos sus comentarios

Le recomendamos explorar la aplicación y experimentar el diseño receptivo especialmente desarrollado para proporcionar una gran experiencia de usuario que combina la facilidad de uso y la legibilidad.

Envíenos sus comentarios sobre el nuevo ServiceDesk Plus a

 [servicedeskplus-cloud-support@manageengine.com](mailto:servicedeskplus-cloud-support@manageengine.com)