# Experience the all new ServiceDesk Plus

# Minimalist design

A simple and elegant user interface that brings exceptional user experience.



## **Table** enhancements

Improved readability and data access, without any loss of context.

# **Powerful** dashboard

Access all your data at a glance without navigating multiple pages.

### Kanban view

Increase productivity, build collaboration, and ensure efficiency.

# Layout personalization

Select layouts, fonts, and colors to personalize the look and feel of the interface.



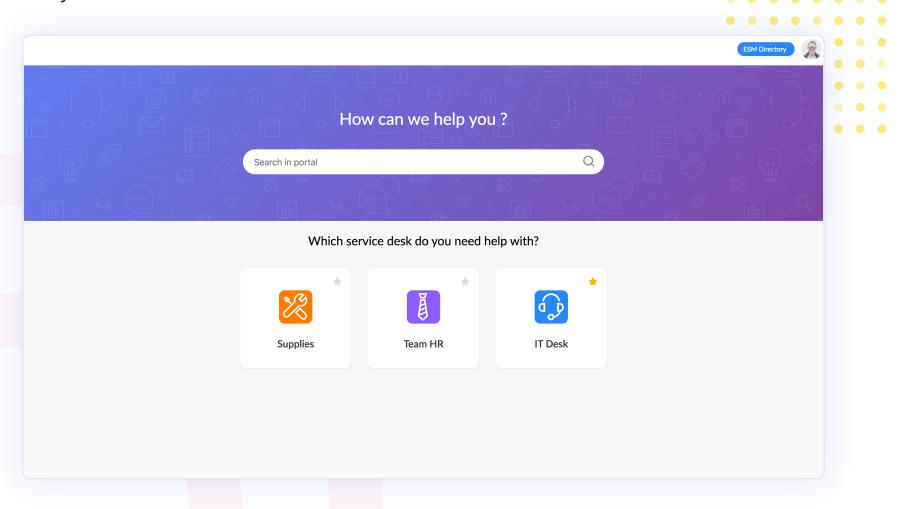
# **Introducing the new ServiceDesk Plus**

The all new ServiceDesk Plus brings 100+ micro enhancements across the application, a visually pleasing interface, and unparalleled user experience!

- Users can now easily switch between Sidebar, Topbar, or Sidebar Lite to personalize the layouts.
- They can also switch to Kanban, Calender, and many other views.
- Elegant fonts, abstract icons, and colors make the user interface visually appealing while also ensuring that the user interface is more readable and easily operable.

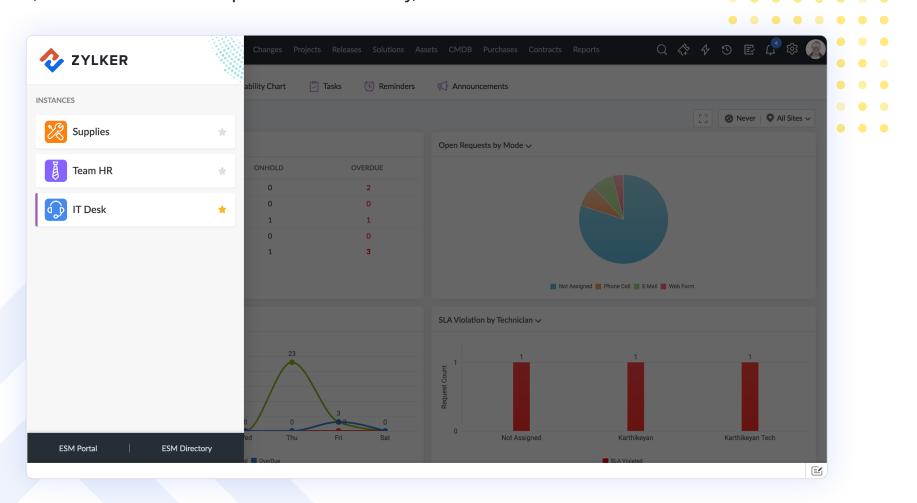
### **Enterprise service management**

Select from a variety of portal icons or upload your own images to customize the display of your ESM Directory and Service Desk Instance icons.



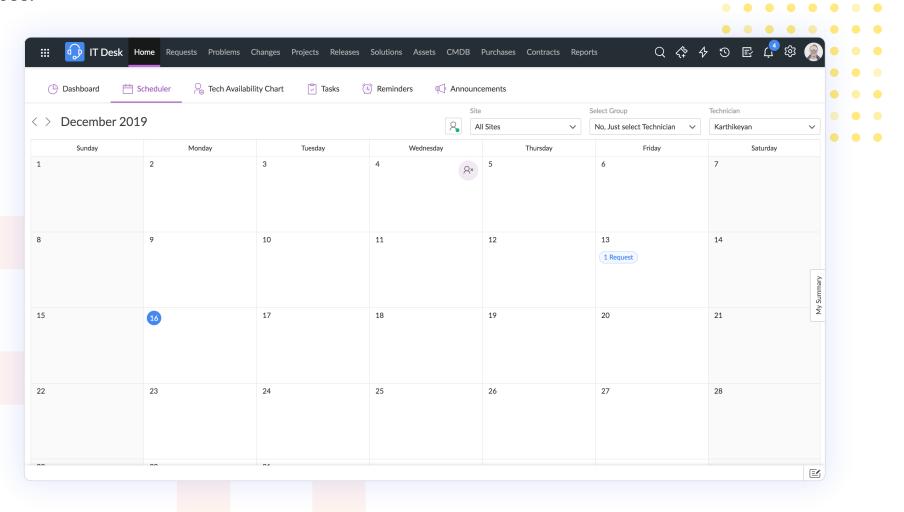
### Layouts

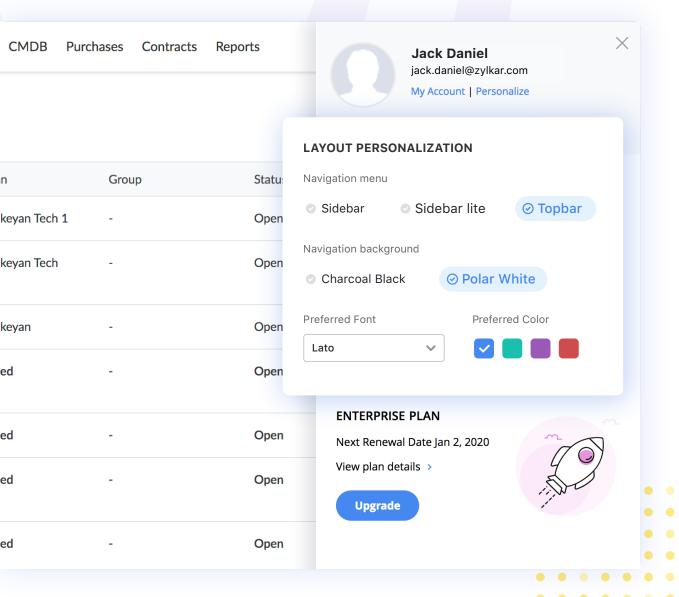
Users can switch instances easily by accessing the left panel :: , which now lists the organization logo, instances, and links to the ESM portal and directory,



### **Instances**

The top band prominently displays the instance logo for users to easily identify the instances they need to access.





### **Navigation**

Select from the three navigation menus: Sidebar, Sidebar Lite, and Topbar

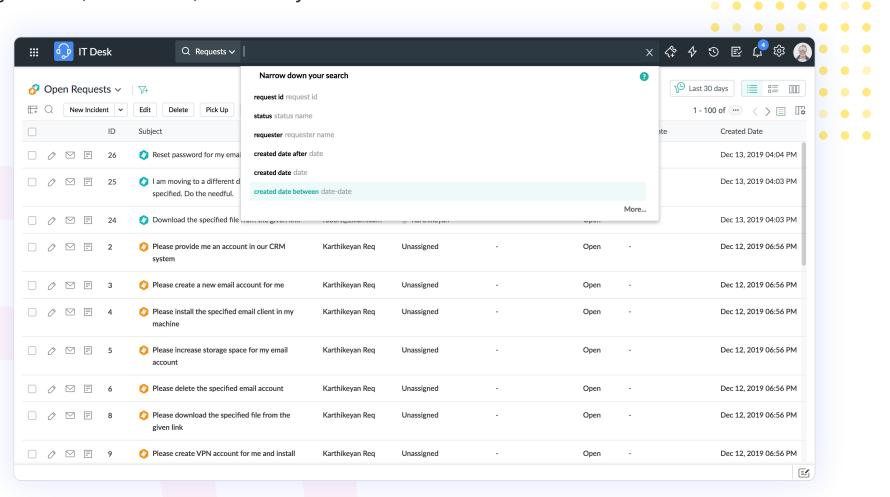
**Sidebar:** Displays icons and text on one side of the screen.

**Sidebar Lite:** A sleeker display of the menu with only icons on one side of the screen.

**Topbar:** Classic display of all menu options on the top of the screen.

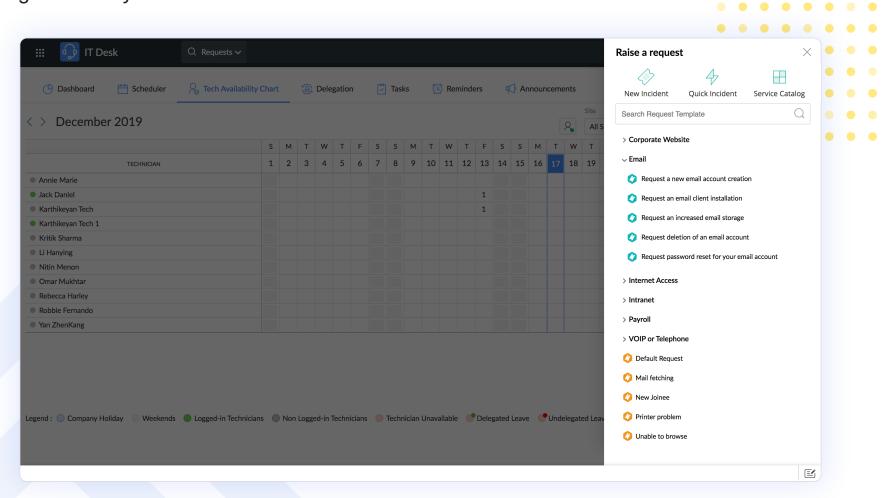
### **Q** Unified search experience

With a bigger Search box, users can now enter more information, and the search results are narrowed down by module, task charts, and Due by Time.



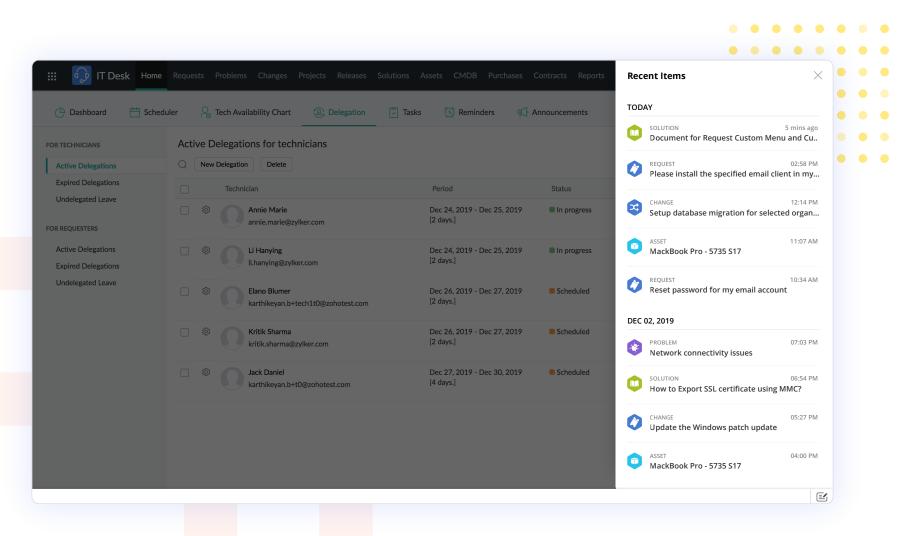
### **Raising a request**

Raising a request is now simple and easy with the improved user interface that uses more white space, improving readability multi-fold.



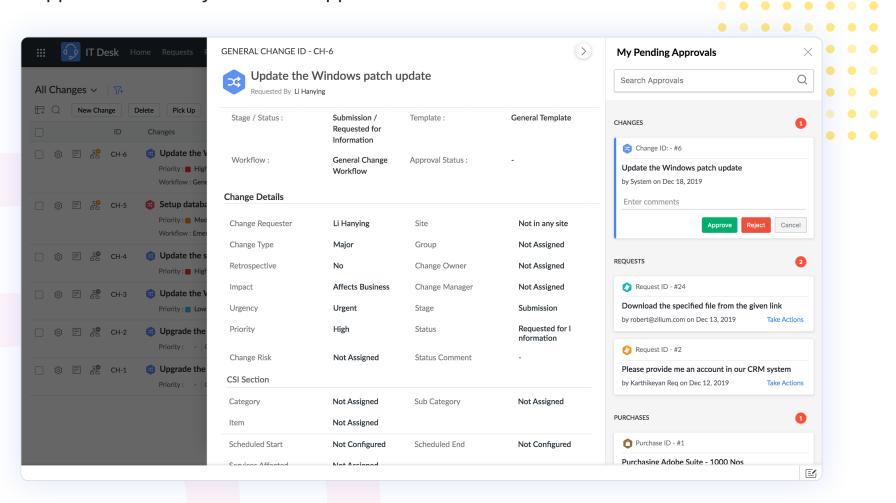
### **Necent items**

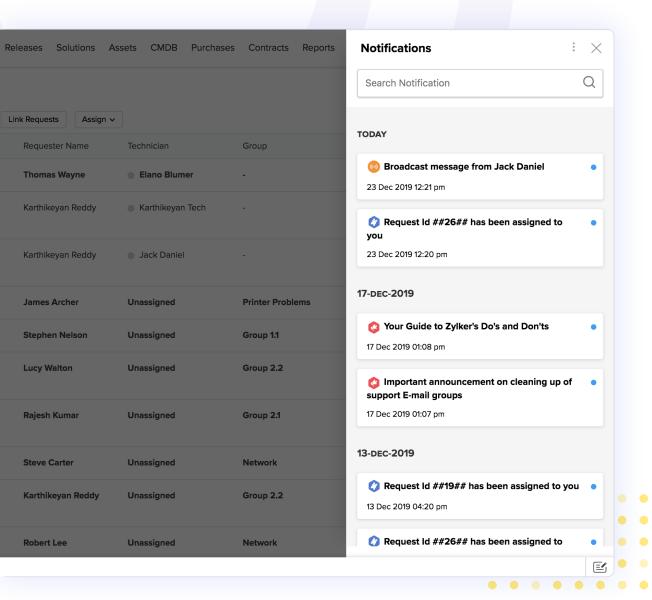
Recent items are now segregated based on timeline and includes more items for better user accessibility.



### **Pending approvals**

Pending approvals are segregated by modules and displayed along with the count. Users can now search for approval and easily mark their approval action.



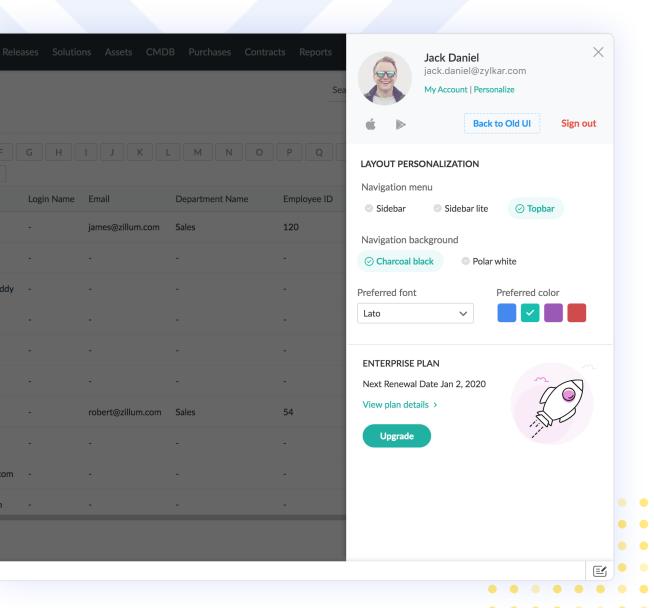


### **△** Notifications

Notifications and announcements from the administrator are prominently displayed.

When a technician is assigned a request, the notification is rendered as a pop-up that appears from the bottom of the page.

All notifications are grouped and are available under the Bell icon on the upper-right of the screen. Each time a new notification is added, it's accompanied by a bell chime.



### **User profile**

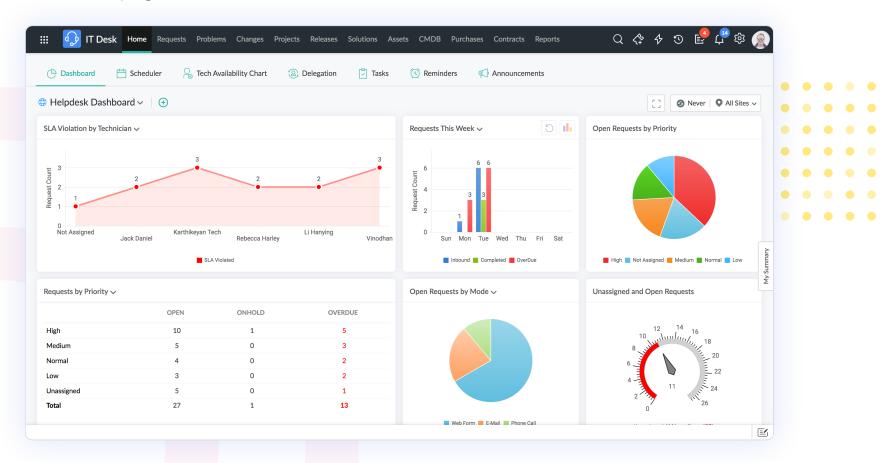
Users can modify the display name, upload their photo, and also access their iPhone or Android app.

Users can personalize their navigation menu, navigation background, and set their preferred choice of font and color from newer options.

Other important information such as the next renewal date and all plan related information is available in the user pane.

### **Dashboard**

Keep track of all application data in a single location. Dashboards, powered by Zoho Charts, now display all the required data on the dashboard page. Users can now display the same data in different chart types, and without navigating to multiple pages for the required data; all the data from the dashboard is available on the same page.

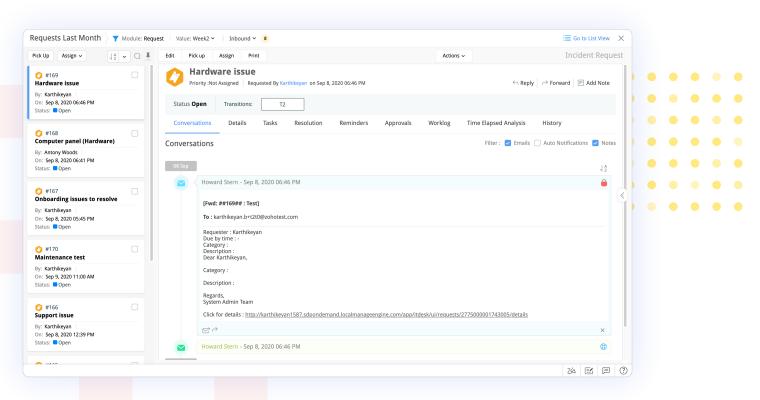


### Smart view in dashboard and scheduler

Smart view is about accessing data with privilege of editing on spot without traversing page. You can do your operation at one place.

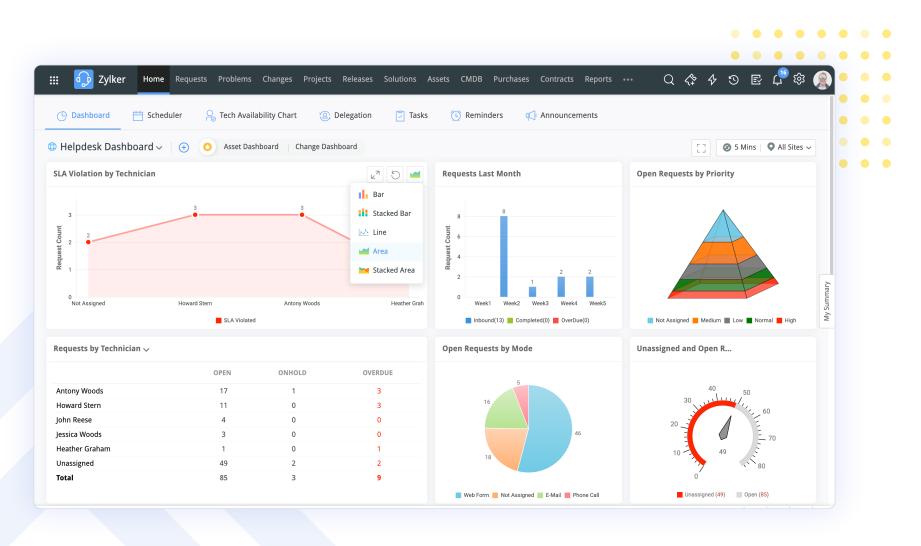
Users can enable a smart view from the dashboard filters and explore the full screen detail page for all module dashboards with the enhanced list of features.

Also users can pin and unpin the list of tickets in the same view and also there is a switch to "Go to list view". Along with you can pickup and assign tickets to perform bulk operation.



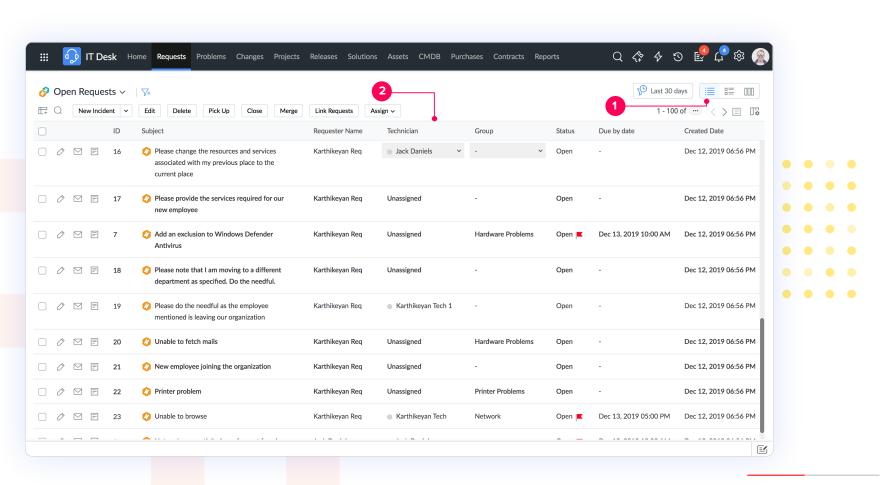
### Switch to different types of graphs/charts

In dashboard, users can represent their data more using a different types of graphs/charts.



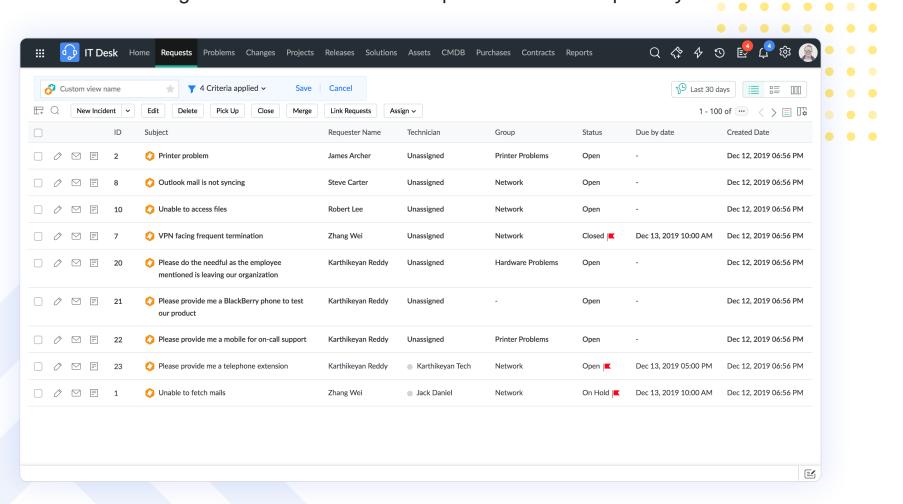
### **Table enhancements**

- 1. Easily switch between List, Template, and other views. Column Chooser and Search are the first table elements, ensuring quicker search results.
- 2. Users can continue to see the table headers even while scrolling through large tables.



### **∀**+ Custom view

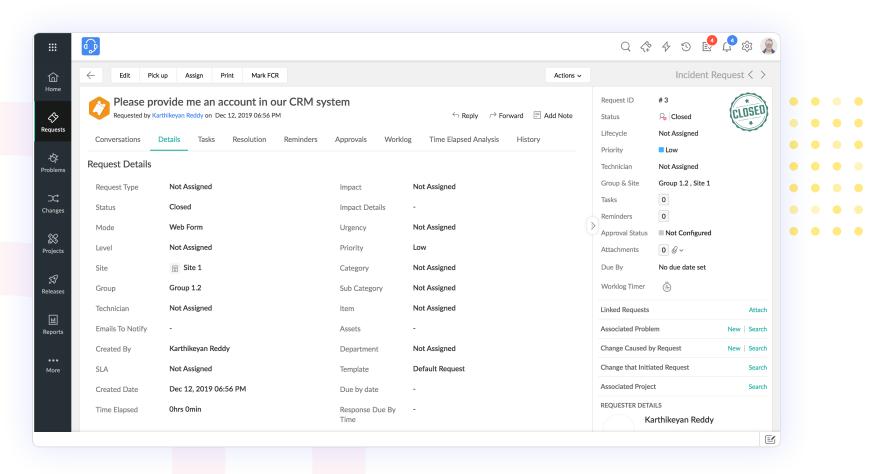
Now user can create their views faster and mark favorite as well. We provide options to see the preview of the criteria before saving it. Add custom view icon is placed next to the primary filter.



### **Details page**

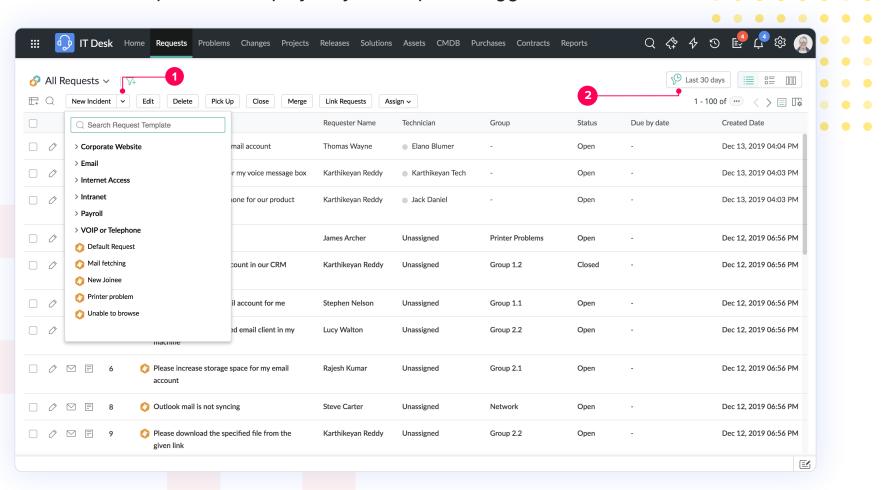
The user experience in detail page across modules has improved, with extensive changes in the display and location of various features.

The left pane is now moved to the center of the page, bringing more focus to the features and easy user access.



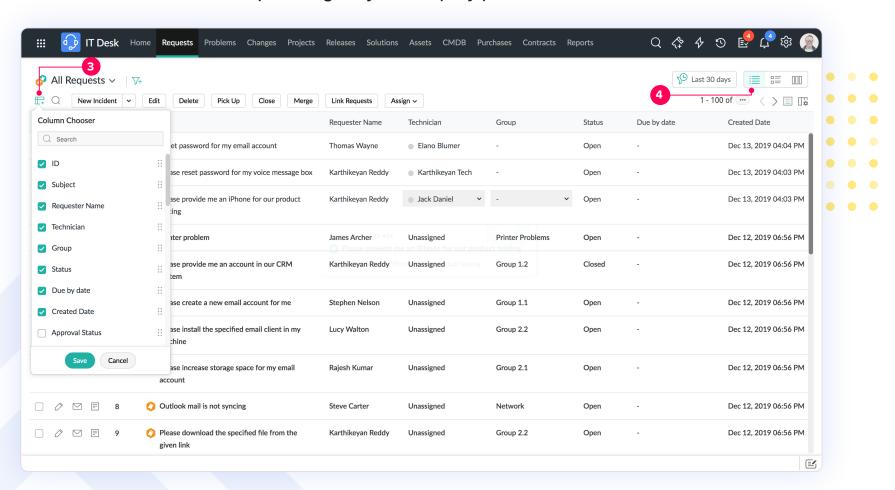
### **≡** Request list

- 1. New Incident Drop-down: Pick from the list of available request templates.
- 2. Time Filter: Select the period to display only the requests logged in that window.



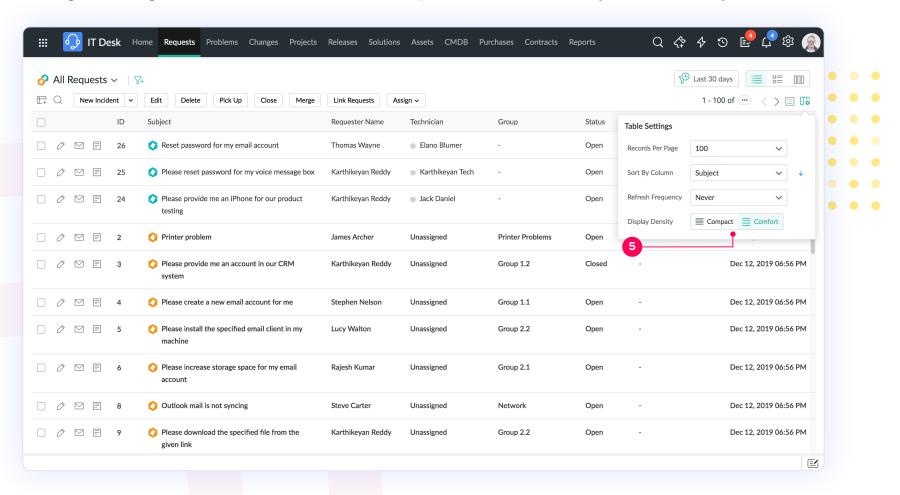
### **≡** Request list

- 3. Column chooser: Pick and display only the columns required.
- 4. Switch Views: Select the view depending on your display preference



### **≡** Request list

- 5. Display table data in Comfort or Compact view depending on user reading preferences.
- 6. Color coding and brighter fonts in the List View improve the readability and usability of the List View.

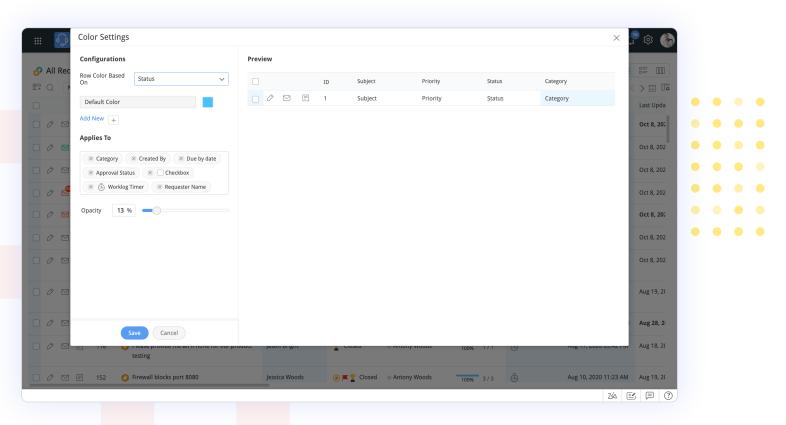


### **Table row colours (Request module)**

Users can set the Priority, Status and Urgency colours as background for the specific column or row to identify the nature of the ticket easily.

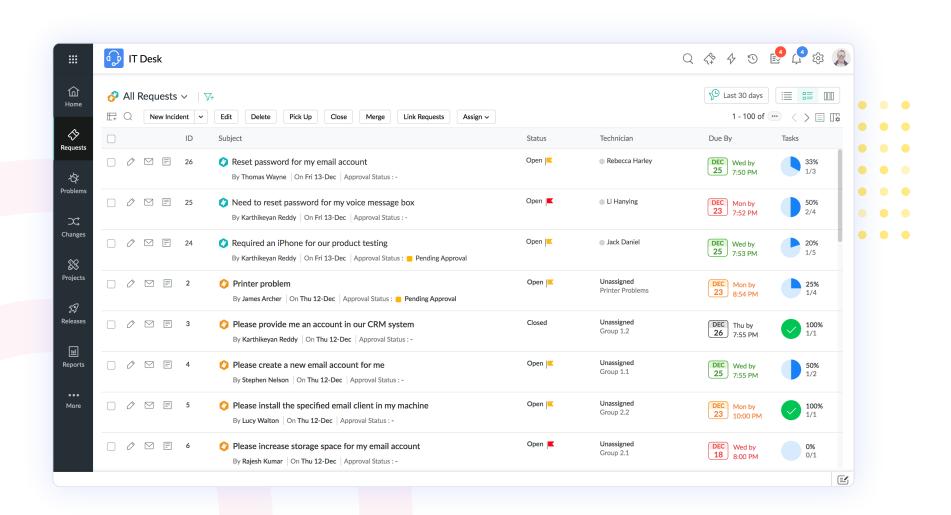
This feature allows users to set background colours for both the list/template view for request list view.

Moreover, users can customize and define which columns should be coloured and also more settings are available in the table row colour settings.



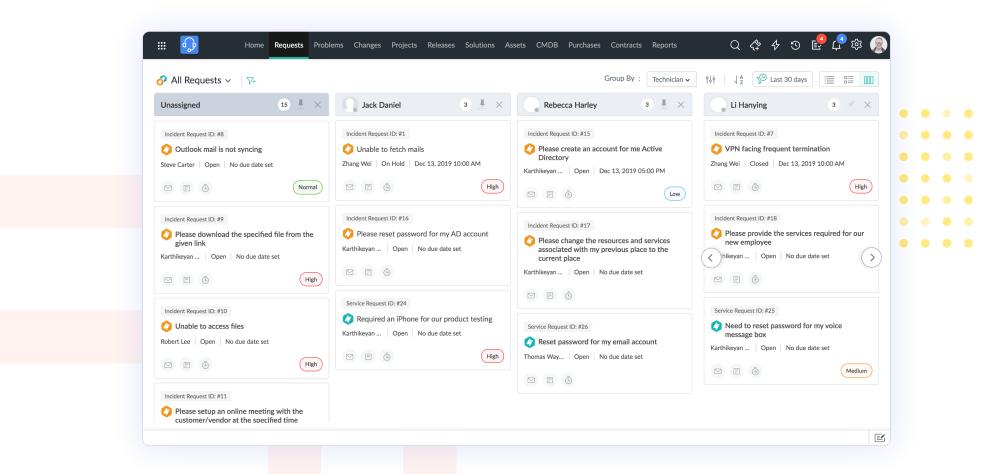
### **≡** Request template view

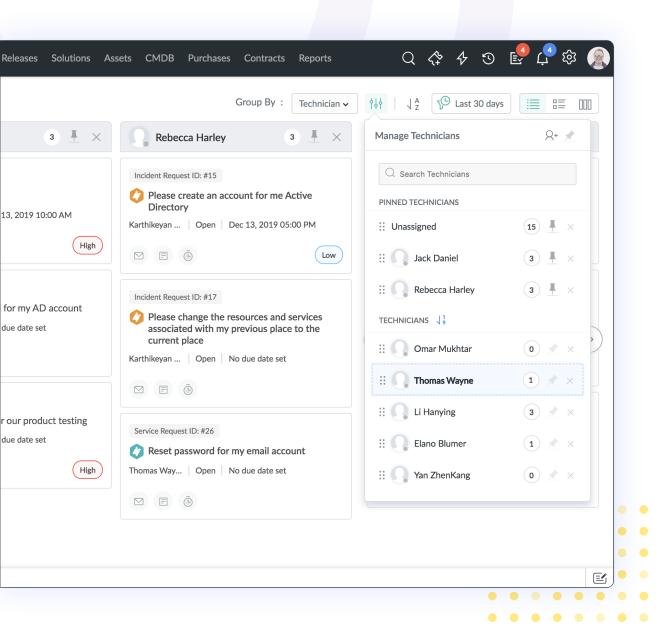
Request tasks are represented as pie charts help users close their tickets easily and quickly in the template view.



### **IIII** Kanban view

Kanban makes it easy and simple to organize and prioritize requests. All requests are displayed as cards that you easily move around through a simple drag-and-drop operation. In addition, you can modify their display by using custom filters based on criteria such as Status, Technician, and Priority.





### **IIII** Kanban view

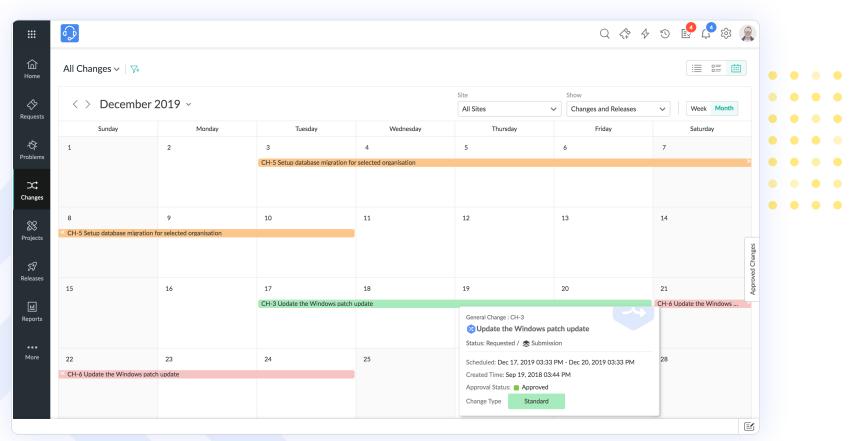
View a summary of any request by clicking its subject. Choose technicians based on their Site or Group. Users now have the option to pin the Manage drop-down so that they can quickly assign requests to the technicians.

Set up time filters to discard old and unnecessary requests. Column sort requests in descending or ascending order. All other actions such as viewing conversations, adding notes, or adding a work log can be done easily in the Kanban view.

### **Change and Release management**

Color code to indicate major, minor, significant and standard change types make it easy to recognize at a glance.

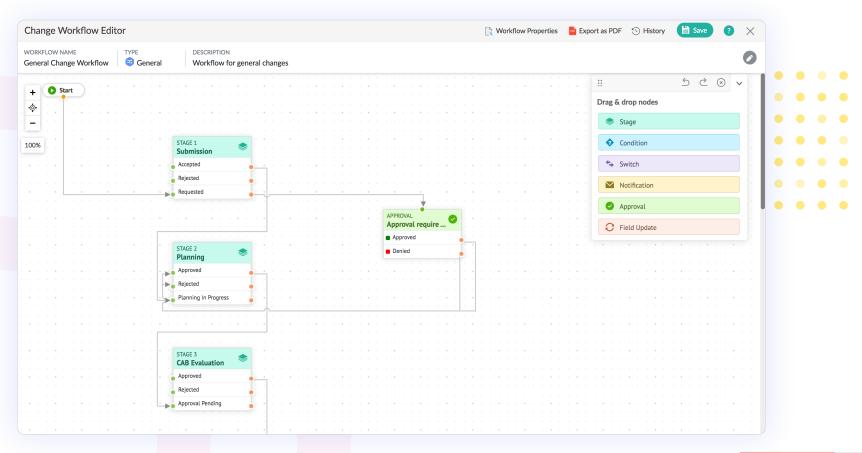
Change Calendar now displays more data for any given date, and elegantly designed tooltips provide just in time information.



### **Workflows**

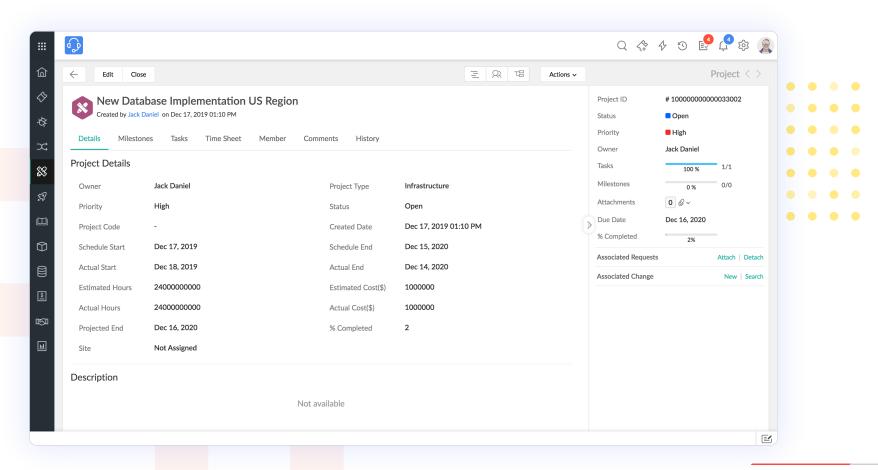
Actions are now positioned in the top bar for better accessibility, and more screen space allows users to navigate through the Workflow easily.

Zoom in, Zoom out, and Fit to Zoom buttons will provide the much needed flexibility for the user who configures the workflow.



### **Projects**

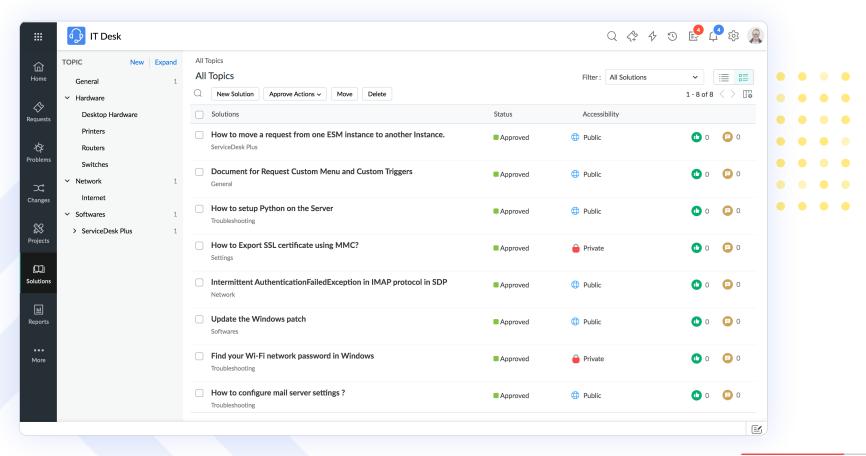
Project Details now contains Resource Management, Gantt, and Task Dependency in the menu. Moreover, an increased viewport (the visible working space available for the user) for Resource Management and Gantt charts provides users the much-needed flexibility and space to work with the application.



### **Solutions**

Solutions now contains a template view for Requesters. This view displays the Status and Accessibility of the articles at a glance.

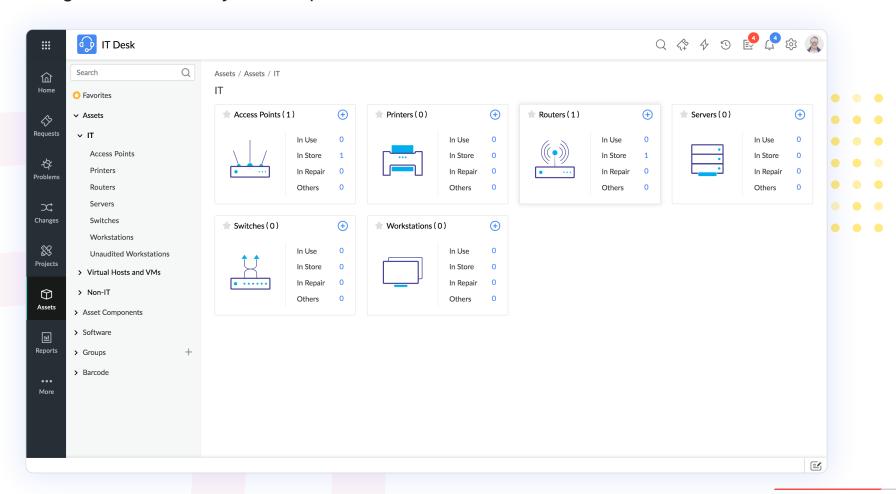
In the List View, you can now explore by topics and articles easily. Individual scroll bars make data access easy and simple. On hover over a topic, the user will be able to add, rename, or even delete topics.

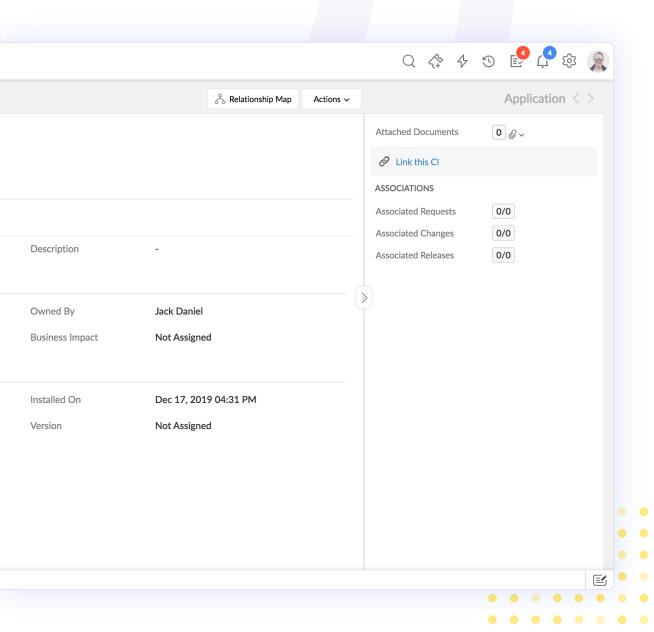


### **Assets**

Asset Details use abstract icons to denote asset type for users to identify them easily.

In the List View, you can use an asset explorer or search by assets. Individual scroll bars make data access through these lists easy and simple.





### **CMDB**

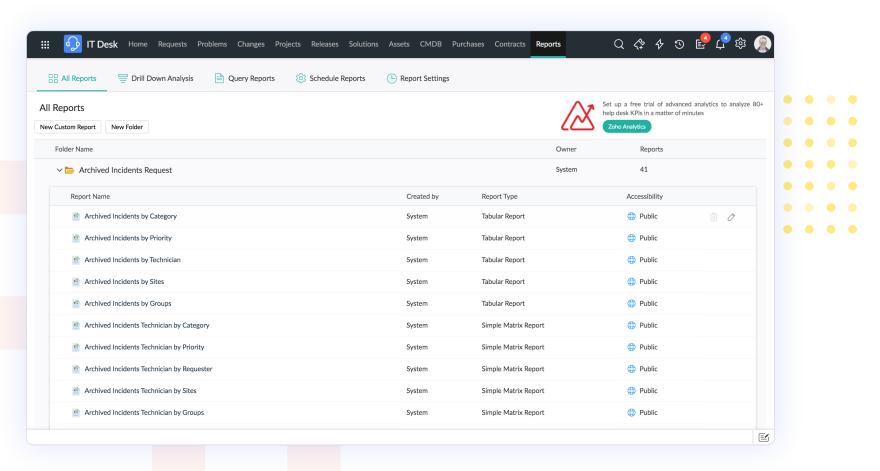
The CMDB Details menu is now available with multiple capabilities.
Users can easily add CI relationships and preview the relationship map. All associated information is displayed on the right panel, with improved representation of cardinality.

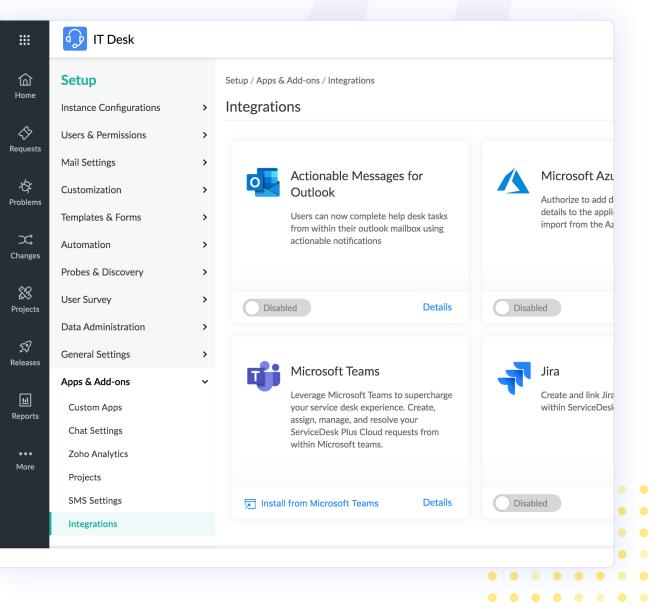
Easily explore the CMDB List View with an explorer and by CI list. Individual scroll bars make data access through these lists easy and simple.

### Reports

Folder icons that open and close on clicking make for interesting and positive user experience.

In the List View, accessibility appears as a separate column, allowing for more insight into the reports across instances. In addition, users can create a new custom reports for modules easily.





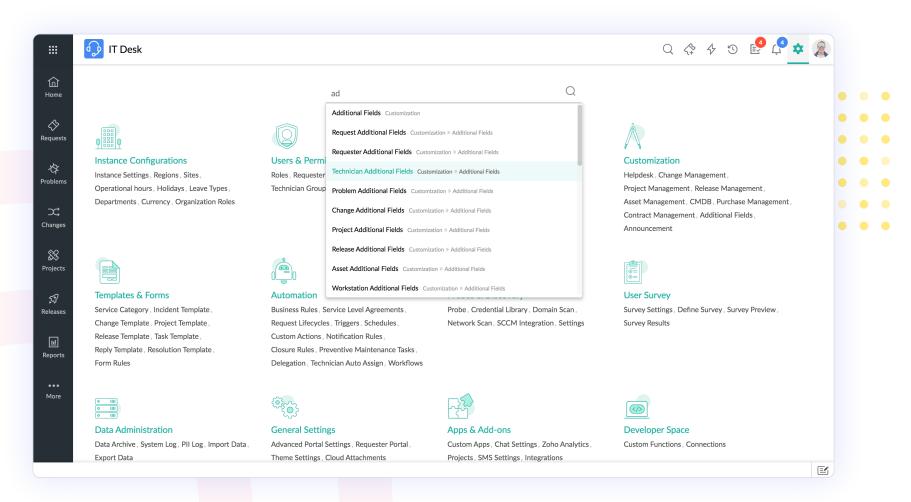
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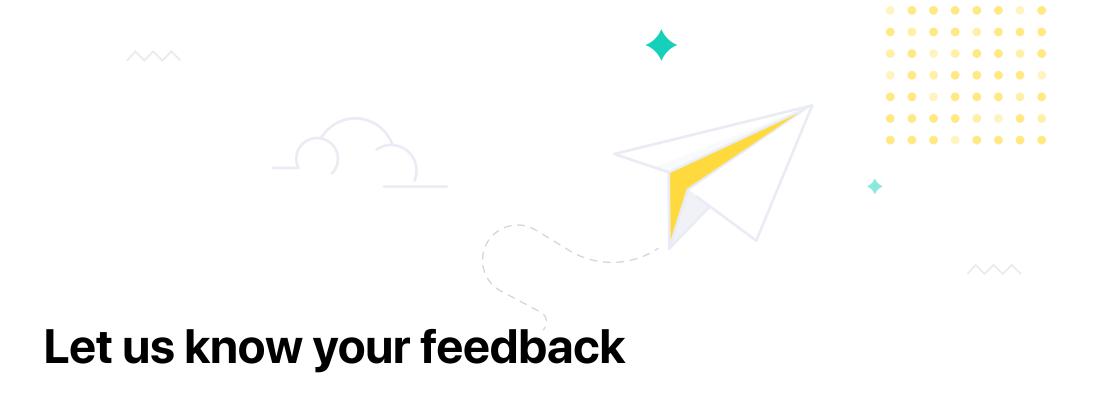
Setup is now identified by a gear icon that is placed in the upper-right corner of the application. With new, brighter, and contemporary icons for all features, with increased viewport, the all new Setup is refreshing and aesthetically designed that is sure to provide a great user experience

General Settings are now prominently displayed and provide easy user options for specific configurations across the application. Criteria and color pickers, across modules, have been enhanced to display more data to the user.

### Setup

The improved Search feature now enables users to find specific configurations quickly. Navigation across Setup is now more easy, with logically organized secondary tabs appearing on the left panel across all pages.





We recommend that you explore the application and experience the responsive design crafted to provide a great user experience that combines usability and readability in equal measure.

Let us know your feedback on the all-new ServiceDesk Plus at

servicedeskplus-cloud-support@manageengine.com