ServiceDesk Plus Cloud Masterclass 2023

S2E2: Setting up automations for critical ITSM practices in ServiceDesk Plus Cloud

Improve the effectiveness of your service desk by automating various tasks and actions in ServiceDesk Plus Cloud. See how you can create automated workflows, configure automations, and more. Also, learn how to deploy the intelligent capabilities of Zia, our AI-based assistant.

Ways to improve your ITSM practices using automations in ServiceDesk Plus Cloud:

Challenges	Solutions	Features
Incident and service request management		
Erroneous categorization and mapping of ticket parameters	Capturing and assigning ticket variables, including the category impact and urgency, automatically	Business Rules
Arbitrary classification and prioritization of tickets	Automating assignment of priorities based on the impact and urgency	Priority matrix
Neglected tickets in the absence of technicians, and unassigned tickets	• Routing tickets to users based on relevant algorithms or ticket parameters • Factoring in the expertise and workload of technicians • Tracking the availability of technicians • Enabling IT technicians to easily arrange for backup support for tasks in their absence	• Tech auto-assign • Scheduler • Tech availability chart • Logged-in technicians • User delegations • Zia • Business Rules
Inconsistent handling of tickets	Configuring condition-based, predefined actions to notify stakeholders, execute custom functions, update fields, create tasks, and more	• Business Rules • Triggers
Delayed resolution of tickets, lack of time-sensitive workflows, and inflexible time targets, all contributing to an inefficient customer service experience	• Framing deadlines with proactive escalation • Alerting users and updating fields upon escalation • Flexibility in choosing service-level targets	• Incident and service SLAs • User-selected service SLAs
Haphazard closure of tickets	Automating validation of ticket parameters before resolving and closing tickets	Request Closure Rules
Change management		
Collision of multiple changes, resulting in chaotic deployment	Segmenting change processes with specific change windows to restrict and deploy multiple changes simultaneously	• Freeze windows • Maintenance windows
Automation across various ITSM practices		
Sporadic maintenance activities	• Scheduling periodic maintenance at the desired frequency by creating templates	Preventive maintenance
Absence of streamlined communication between	• Sending timely and contextual notifications • Customizing message formats • Looping in relevant stakeholders, including	• SLAs • Business Rules • Triggers

ManageEngine
ServiceDesk Plus

stakeholders	org roles, technicians, and requesters	• Notification Rules
Lack of automatic verification of parameters before closure of tickets	Validating details promptly before closing requests, problems, changes, releases, tasks, and purchase orders	• Closure Rules for various ITSM practices
Zia, the conversational virtual chat bot		
Technicians are relegated to low-level tasks when there's a disproportionate number of L1 tickets	• Automating functions using preconfigured and custom actions • Predicting relevant ticket parameters using AI • Conversing with a virtual AI agent to receive instantaneous answers	Zia, Zoho's AI assistant

➤ To learn more about our new releases, enhancements, integrations, and more, visit our what's new page.

➤ To learn how you can leverage the various features and functionalities of ServiceDesk Plus, schedule a free consultation by writing to us at itsmcares@manageengine.com, or you can register for our customer success program.

➤ For more information on ServiceDesk Plus Cloud, please check out these resources:

Help documentation		Community		Other resources
On-premises	Cloud	On-premises	Cloud	Help videos

Review us on Gartner and receive a $25 Amazon gift card

☞ Open https://mnge.it/Review.

☞ Sign in with your LinkedIn credentials or create a Gartner account to submit your review of ServiceDesk Plus.

☞ After you submit your review, forward your confirmation email from Gartner to hello@servicedeskplus.com.

☞ We'll send you a $25 Amazon gift card once your review is approved by Gartner.

ManageEngine
ServiceDesk Plus