

## ServiceDesk Plus Cloud Masterclass 2022

### Build life cycles and workflows with a visual builder to standardize processes

ServiceDesk Plus Cloud enables you to build life cycles and workflows using an intuitive graphical user interface (GUI). Learn how life cycles guide technicians through the request fulfillment process and through resolving incidents and problems. Track and monitor asset states with a visual asset life cycle. Craft visual workflows to customize how your changes are processed and how releases are deployed into the production environment. Explore how Gantt charts let you visualize and summarize projects with different phases and activities to help you meet deadlines successfully.

#### Features

Best practice	Features
<b>Standardize incident and problem management and service delivery</b> Craft request and problem life cycles to guide help desk technicians through the ticket resolution process.	<ul style="list-style-type: none"><li>• Request life cycles</li><li>• Problem life cycles</li><li>• Restrict transitions to particular roles and users</li><li>• Update and mandate fields</li><li>• Perform custom actions, like sending contextual notifications, executing custom functions, triggering webhooks, and creating tasks</li></ul>
<b>Implement an effective change and release workflow</b> Deploy changes and releases successfully with workflows built on a GUI.	<ul style="list-style-type: none"><li>• Change workflows</li><li>• Release workflows</li><li>• Set conditions and switches to split the workflow into different directions</li><li>• Send notifications, automate approvals, and update fields</li></ul>
<b>Monitor asset states and availability</b> Build an effective asset life cycle for all your IT and non-IT assets to track them	<ul style="list-style-type: none"><li>• Asset life cycles</li><li>• Associate assets with resource-specific life cycles</li></ul>

from discovery to disposal.	<ul style="list-style-type: none"> <li>• Update fields</li> <li>• Perform custom functions, trigger webhooks, and send contextual notifications</li> </ul>
<b>Visualize project schedules and meet deadlines successfully</b> Formulate a Gantt chart with milestones and tasks.	<ul style="list-style-type: none"> <li>• Configure milestones and tasks</li> <li>• Create task dependencies</li> <li>• View the different phases of a project with a Gantt chart</li> </ul>

If you need a free consultation to learn how you can leverage these various features, write to us at [itsmcares@manageengine.com](mailto:itsmcares@manageengine.com). For more information on ServiceDesk Plus Cloud, please check out the following resources.

Help documentation		Community		Other resources
<a href="#">On-premises</a>	<a href="#">Cloud</a>	<a href="#">On-premises</a>	<a href="#">Cloud</a>	<a href="#">Help videos</a>