

ServiceDesk Plus Cloud Masterclass 2022 - Season 2

Integrate ServiceDesk Plus Cloud with the Microsoft 365 ecosystem

Ensure coherence between your digital workspace and service desk to promote collaboration. Perform various service desk actions within the Microsoft ecosystem without shifting windows. Respond to tickets on time by tracking the availability of technicians on Microsoft Calendar, and minimize security threats and password-related hassles by using a single set of credentials to access applications.

Ways to deliver a seamless digital workspace experience for employees by integrating with your Microsoft 365 environment:

Challenges	Solutions	Features
Microsoft Teams		
<ul style="list-style-type: none"> Disjointed digital workspaces and service desks hampering organizational productivity 	<ul style="list-style-type: none"> Collaboration between digital work environment and enterprise service desks to improve organizational efficiency 	<ul style="list-style-type: none"> Select and access service desks of different departments View all requests View pending approvals Create a new request Search requests Manage requests from the request list view Track tasks Enable self-service Browse the knowledge base
Actionable messages for Microsoft Outlook		
<ul style="list-style-type: none"> Toggling between multiple applications to perform service desk actions 	<ul style="list-style-type: none"> Enabling users to manage tickets on time right from their mailbox using actionable messages 	<ul style="list-style-type: none"> Add notes Pick up requests Reply to users Perform approval actions Add comments to tasks View ticket details Resolve tickets

		<ul style="list-style-type: none"> ● Customize notifications for actionable messages
ServiceDesk Plus Cloud add-in for Outlook		
<ul style="list-style-type: none"> ● Shifting between multiple applications to create and manage tickets 	<ul style="list-style-type: none"> ● Accessing the service desk directly from your email to create and resolve tickets quickly 	<ul style="list-style-type: none"> ● Convert emails to tickets ● Create a new request ● Edit requests ● Pick up requests ● Assign technicians ● Add notes ● Reply to users ● Access other requests ● Close requests ● Get user acknowledgement
Microsoft Calendar		
<ul style="list-style-type: none"> ● Inability to track technician availability leading to unassigned tickets 	<ul style="list-style-type: none"> ● Prompt ticket resolution by tracking the availability of technicians across multiple platforms 	<ul style="list-style-type: none"> ● Sync leave information ● Sync reminders
Microsoft Azure AD and single sign-on		
<ul style="list-style-type: none"> ● Incorrect and duplicate user data ● Security threats due to the use of multiple passwords to access different applications 	<ul style="list-style-type: none"> ● Centralize user management to ensure reliability of data ● Use a single set of credentials to access applications and reduce password-related woes 	<ul style="list-style-type: none"> ● Importing user details from Azure AD ● Enabling single sign-on ● Controlling access permissions of users

If you need a free consultation to learn how you can leverage the various features and functions of ServiceDesk Plus, write to us at itsmcares@manageengine.com. For more information on ServiceDesk Plus, please check out the following resources.

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