ServiceDesk Plus Cloud Masterclass 2023

S2E3: <u>Utilizing visual life cycles and workflows to standardize ITSM practices</u>

Allow IT teams to streamline and automate various ITSM practices by creating life cycles and workflows on a graphical, user-friendly canvas. Enable your technicians to follow organizational processes accurately and minimize errors.

Best practices enabled by different life cycles and workflows in ServiceDesk Plus Cloud:

Best practices	Features

Standardize incident and problem management and service delivery
 	
Craft request and problem life cycles to guide help desk technicians through the ticket resolution process.
	➤ Request life cycles
	➤ Problem life cycles
	   ○ Restrict transitions to particular roles and users.
	   ○ Update and mandate fields.
	   ○ Perform custom actions, like sending contextual notifications, executing custom functions, triggering webhooks, and creating tasks.

Implement an effective change and release workflow
 	
Deploy changes and releases successfully with workflows built on a GUI.
	➤ Change workflows
	➤ Release workflows
	   ○ Set conditions and switches to split the workflow into different directions.
	   ○ Send notifications, automate approvals, and update fields.

Monitor asset states and availability
 	
Build an effective asset life cycle for all your IT and non-IT assets to track them from discovery to disposal.
	➤ Asset life cycles
	   ○ Associate assets with resource-specific life cycles.
	   ○ Update fields.
	   ○ Perform custom functions, trigger webhooks, and send contextual notifications.

Allow the chat bot to handle L1 tickets and enable skilled technicians to focus on more complex IT issues
 	
Create several conversation flows and provide contextual assistance for common queries.
	➤ Blended conversations
	   ○ Utilize blocks to perform specific functions in a flow.
	   ○ Use variables as data placeholders to store input or output data in blocks.
	   ○ Define the flow pattern from top to bottom with Paths.

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Build event-driven workflow automations to complete a set of IT tasks in a sequence
 	
Embed single-touch automations within your service delivery and change management processes.
	➤ Zoho Circuit integration
	   ○ Define states and their attributes.
	   ○ Define the common and unique fields of a state.
	   ○ Provide error handling options.
	   ○ Specify paths for input and output processing.

➤ 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 Cloud, 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](#)

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