

ServiceDesk Plus Masterclass 2023

S2E3: Utilizing visual life cycles and workflows to standardize ITSM practices

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:

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.	<ul style="list-style-type: none">➤ Request life cycles<ul style="list-style-type: none">○ 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.	<ul style="list-style-type: none">➤ Change workflows➤ Release workflows<ul style="list-style-type: none">○ Set conditions and switches to split the workflow into different directions.○ Send notifications, automate approvals, and update fields.
Allow the chat bot to handle L1 tickets and enable skilled technicians to focus on more complex IT issues Create a directional workflow for the Zia chatbot to respond to user queries with the appropriate actions.	<ul style="list-style-type: none">➤ Zia Workflow<ul style="list-style-type: none">○ 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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- 📖 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.
- 📖 For more information on ServiceDesk Plus, please check out these resources:

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

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