

ServiceDesk Plus Masterclass 2022 - Season 2

Configure no-code and low-code automations across all major ITSM practices

Enhance the operational efficiency of your service desk by automating diverse service desk chores and activities on ServiceDesk Plus. Learn how to create automated workflows, configure simple automation, and more, all from the GUI. You'll also see how to employ the intelligent capabilities of Zia, our AI-based assistant.

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

Challenges	Solutions	Features
Incident and service request management		
<ul style="list-style-type: none"> • Erroneous categorization and mapping of ticket parameters. 	<ul style="list-style-type: none"> • Capturing and assigning ticket variables automatically, including the category impact, urgency, and more. 	<ul style="list-style-type: none"> • Business rules
<ul style="list-style-type: none"> • Arbitrary classification and prioritization of tickets. 	<ul style="list-style-type: none"> • Automated assignment of priority based on the impact and urgency 	<ul style="list-style-type: none"> • Priority matrix
<ul style="list-style-type: none"> • Neglected tickets in the absence of technicians, and unassigned tickets. 	<ul style="list-style-type: none"> • Route tickets to users based on relevant algorithms or ticket parameters. • Factoring in the expertise and workload of technicians. • Tracking the availability of technicians. • Enable users to configure backstop arrangements to handle tasks in their absence. 	<ul style="list-style-type: none"> • Tech auto-assign • Scheduler • Tech availability chart • Logged-in technicians • User delegations • Zia • Business rules
<ul style="list-style-type: none"> • Inconsistent handling of tickets. 	<ul style="list-style-type: none"> • Configuring condition-based predefined actions to notify stakeholders, execute custom functions, update fields, and the 	<ul style="list-style-type: none"> • Business rules • Triggers

	like.	
<ul style="list-style-type: none"> • Delayed resolution of tickets. • Lack of time-sensitive workflows. • Inelastic time targets. 	<ul style="list-style-type: none"> • Framing deadlines with proactive escalation. • Alerting users and updating fields upon escalation. • Flexibility in choosing service level targets. 	<ul style="list-style-type: none"> • Incident and service SLAs • User-selected service SLAs
<ul style="list-style-type: none"> • Haphazard closure of tickets. 	<ul style="list-style-type: none"> • Automated validation of ticket parameters before resolving and closing tickets. 	<ul style="list-style-type: none"> • Request Closure rules • Request life cycles
Change management		
<ul style="list-style-type: none"> • Untimely and delayed deployment of changes. 	<ul style="list-style-type: none"> • Prompt deployment of changes by setting time targets. 	<ul style="list-style-type: none"> • Change SLAs
Automation across various ITSM practices		
<ul style="list-style-type: none"> • Sporadic maintenance activities. 	<ul style="list-style-type: none"> • Schedule periodic maintenance of the desired frequency by creating templates. 	<ul style="list-style-type: none"> • Preventive maintenance
<ul style="list-style-type: none"> • Absence of streamlined communication between stakeholders. 	<ul style="list-style-type: none"> • Sending timely and contextual notifications. • Customizing message formats. • Looping in relevant stakeholders including org roles, technicians, requesters, etc. 	<ul style="list-style-type: none"> • SLAs • Business rules • Triggers • Life cycles • Workflows • Notification rules
<ul style="list-style-type: none"> • Lack of automatic verification of parameters before closure of tickets. 	<ul style="list-style-type: none"> • Validating details promptly before closing ITSM practices. 	<ul style="list-style-type: none"> • Closure rules for various ITSM practices. • Life cycles for requests
<ul style="list-style-type: none"> • Lack of standardization in ticket governance. 	<ul style="list-style-type: none"> • Building life cycles on a drag-and-drop canvas to update and mandate fields, send notifications, 	<ul style="list-style-type: none"> • Life cycles for requests • Workflows for changes and releases.

	<p>execute custom functions, and more.</p> <ul style="list-style-type: none"> • Creating directional workflows to guide changes and releases through stages to automate approvals, notify users, check conditions, and more. 	
Zia, the conversational virtual chat bot		
<ul style="list-style-type: none"> • Faulty service desk management due to manual intervention. 	<ul style="list-style-type: none"> • Automating functions using pre-configured actions. • Predicting relevant ticket parameters using AI. 	<ul style="list-style-type: none"> • Zia, Zoho's AI assistant

If you need a free consultation to learn how you can leverage the various features and functionalities 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