

ServiceDesk Plus On-Premises Masterclass 2022

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

ServiceDesk Plus 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. 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
Standardize incident management and service delivery Craft request life cycles to guide help desk technicians through the ticket resolution process.	<ul style="list-style-type: none">• Request life cycles• Restrict transitions to particular roles and users• Update and mandate fields• Perform custom actions, like sending contextual notifications, executing custom functions, and triggering webhooks
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• Set conditions and switches to split the workflow into different directions• Send notifications, automate approvals, and update fields
Visualize project schedules and meet deadlines successfully Formulate a Gantt chart with milestones and tasks.	<ul style="list-style-type: none">• Configure milestones and tasks• Create task dependencies• View the different phases of a project with a Gantt chart

If you need a free consultation to learn how you can leverage these various features, 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