

ServiceDesk Plus Masterclass 2023

S2E2: Setting up automations for critical ITSM practices in ServiceDesk Plus

Improve the effectiveness of your service desk by automating various tasks and actions in ServiceDesk Plus. See how you can create automated workflows, configure automations, and more. Also, learn how to deploy 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		
Erroneous categorization and mapping of ticket parameters	Capturing and assigning ticket variables, including the category impact and urgency, automatically	Business Rules
Arbitrary classification and prioritization of tickets	Automating assignment of priorities based on the impact and urgency	Priority matrix
Neglected tickets in the absence of technicians, and unassigned tickets	<ul style="list-style-type: none">Routing tickets to users based on relevant algorithms or ticket parametersFactoring in the expertise and workload of techniciansTracking the availability of techniciansEnabling IT technicians to easily arrange for backup support for tasks in their absence	<ul style="list-style-type: none">Tech auto-assignSchedulerTech availability chartLogged-in techniciansUser delegationsZiaBusiness Rules
Inconsistent handling of tickets	Configuring condition-based, predefined actions to notify stakeholders, execute custom functions, update fields, create tasks, and more	<ul style="list-style-type: none">Business RulesTriggers
Delayed resolution of tickets, lack of time-sensitive workflows, and inflexible time targets, all contributing to an inefficient customer service experience	<ul style="list-style-type: none">Framing deadlines with proactive escalationAlerting users and updating fields upon escalationFlexibility in choosing service-level targets	<ul style="list-style-type: none">Incident and service SLAsUser-selected service SLAs
Haphazard closure of tickets	Automating validation of ticket parameters before resolving and closing tickets	Request Closure Rules
Automation across various ITSM practices		
Sporadic maintenance activities	<ul style="list-style-type: none">Scheduling periodic maintenance at the desired frequency by creating templates	Preventive maintenance
Absence of streamlined communication between stakeholders	<ul style="list-style-type: none">Sending timely and contextual notificationsCustomizing message formatsLooping in relevant stakeholders, including org roles, technicians, and requesters	<ul style="list-style-type: none">SLAsBusiness RulesTriggersNotification Rules
Lack of automatic verification of parameters before closure of tickets	Validating details promptly before closing requests, problems, changes, releases, and tasks	<ul style="list-style-type: none">Closure Rules for various ITSM practices

Zia, the conversational virtual chat bot		
Technicians are relegated to low-level tasks when there's a disproportionate number of L1 tickets	<ul style="list-style-type: none">Automating functions using preconfigured and custom actionsPredicting relevant ticket parameters using AIConversing with a virtual AI agent to receive instantaneous answers	Zia, Zoho's AI assistant

- 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, 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

Review us on Gartner and receive a \$25 Amazon gift card

- 🔗 Open <https://mnge.it/Review>.
- 🔗 Sign in with your LinkedIn credentials, or create a Gartner account to submit your review of ServiceDesk Plus.
- 🔗 After you submit your review, forward your confirmation email from Gartner to hello@servicedeskplus.com.
- 🔗 We'll send you a \$25 Amazon gift card once your review is approved by Gartner.