

ServiceDesk Plus Masterclass 2022

Explore the latest features of ServiceDesk Plus

Tour the latest releases in ServiceDesk Plus during the last six months

Feature/enhancement
Timers Automate time-delayed actions to execute during timer run time and after abort on requests. Send notifications, run custom functions, update field values, add tasks, and trigger webhooks.
Custom action enhancement Configure custom actions for request custom triggers actions and timer actions. Execute multiple actions using If-If conditions when the specified conditions are met. Execute If-Else actions to execute actions when criteria are met and alternative actions when they aren't.
UEM product integration Integrate ServiceDesk Plus with your unified endpoint management (UEM) solution to help IT admins track, monitor, and secure endpoints like workstations and smartphones. Scan inventories for patches to keep endpoints updated and secure from zero-day attacks.
Maintenance Create, view, and manage maintenance-related requests within ServiceDesk Plus. Create new maintenance activities, schedule maintenance activities, and view upcoming maintenance activities. Edit, delete, append, or resume maintenance schedules.
Approval enhancement Allow approvers to gain necessary clarification from requesters before approving or rejecting tickets.
Security meter Monitor and gauge the effectiveness of ServiceDesk Plus' built-in configured security features using the security meter. The security meter provides a percentage based on the number of security configurations.
Custom triggers and custom functions for problems Admins can now configure custom triggers to automatically trigger actions on a problem by executing scripts and custom actions, and sending notifications. Use custom functions in the problem module to manipulate data in ServiceDesk Plus

or third-party applications, and execute custom actions.

Visibility of user-specific fields

Admins can prevent sensitive user data leaks by restricting the visibility of user-specific fields. To control the visibility of these fields, ServiceDesk Plus allows admins to configure an inclusion list or an exclusion list to maintain allowed or restricted fields respectively.

To learn more about our new releases, enhancements, integrations, and more, visit our [what's new](#) page.

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