

## **ServiceDesk Plus Masterclass 2022 - Season 2**

### **Integrate ServiceDesk Plus with the Microsoft 365 ecosystem**

Ensure coherence between your digital workspace and service desk to promote collaboration. Perform various service desk actions within the Microsoft ecosystem without shifting windows. Respond to tickets on time by tracking the availability of technicians on Microsoft Calendar, and minimize security threats and password-related hassles by using a single set of credentials to access applications.

**Ways to deliver a seamless digital workspace experience for employees by integrating with your Microsoft 365 environment:**

| Challenges  | Solutions  | Features   |
|---|--|--|
| <b>Microsoft Teams</b>  |  |  |
| <ul style="list-style-type: none"><li>Disjointed digital workspaces and service desks hampering organizational productivity</li></ul> | <ul style="list-style-type: none"><li>Collaboration between digital work environment and enterprise service desks to improve organizational efficiency</li></ul> | <ul style="list-style-type: none"><li>Select and access service desks of different departments</li><li>Get an overview of all requests and approvals</li><li>View all requests</li><li>View pending approvals</li><li>Create a new request</li><li>Search requests</li><li>Manage requests from the request list view</li><li>Track tasks</li><li>Notify support groups</li><li>Create custom commands</li><li>Enable self-service</li><li>Initiate chats with technicians</li></ul> |
| <b>Actionable messages for Microsoft Outlook</b>  |  |  |
| <ul style="list-style-type: none"><li>Toggling between</li></ul>  | <ul style="list-style-type: none"><li>Enabling users to manage</li></ul>   | <ul style="list-style-type: none"><li>Add notes</li></ul>  |

|   |   |  |
|---|---|--|
| multiple applications to perform service desk actions   | tickets on time right from their mailbox using actionable messages  | <ul style="list-style-type: none"> <li>• Pick up requests</li> <li>• Resolve tickets</li> <li>• Perform approval actions</li> <li>• View ticket details</li> <li>• Resolve tickets</li> <li>• Customize notifications for actionable messages</li> </ul>   |
| <b>ServiceDesk Plus add-in for Outlook</b>  |   |  |
| <ul style="list-style-type: none"> <li>• Shifting between multiple applications to create and manage tickets</li> </ul>   | <ul style="list-style-type: none"> <li>• Accessing the service desk directly from your email to create and resolve tickets quickly</li> </ul>   | <ul style="list-style-type: none"> <li>• Convert emails to tickets</li> <li>• Create a new request</li> <li>• Edit requests</li> <li>• Pick up requests</li> <li>• Assign technicians</li> <li>• Add notes</li> <li>• Reply to users</li> <li>• Access other requests</li> <li>• Close requests</li> </ul> |
| <b>Microsoft Calendar</b>   |   |  |
| <ul style="list-style-type: none"> <li>• Inability to track technician availability leading to unassigned tickets</li> </ul>  | <ul style="list-style-type: none"> <li>• Prompt ticket resolution by tracking the availability of technicians across multiple platforms</li> </ul>  | <ul style="list-style-type: none"> <li>• Sync leave information</li> </ul>   |
| <b>Microsoft Azure AD and Single Sign On</b>  |   |  |
| <ul style="list-style-type: none"> <li>• Incorrect and duplicate user data</li> <li>• Security threats due to the use of multiple passwords to access different applications</li> </ul> | <ul style="list-style-type: none"> <li>• Adding user data to ensure reliability</li> <li>• Use a single set of credentials to access applications and reduce password-related woes</li> </ul> | <ul style="list-style-type: none"> <li>• Add dynamic users in ServiceDesk Plus</li> <li>• Enabling single sign-on</li> </ul>   |

If you need a free consultation to learn how you can leverage the various features and functions of ServiceDesk Plus, write to us at [itsmcares@manageengine.com](mailto:itsmcares@manageengine.com). For more information on ServiceDesk Plus, please check out the following resources.

| Help documentation          |                       | Community                   |                       | Other resources             |
|-----------------------------|-----------------------|-----------------------------|-----------------------|-----------------------------|
| <a href="#">On-premises</a> | <a href="#">Cloud</a> | <a href="#">On-premises</a> | <a href="#">Cloud</a> | <a href="#">Help videos</a> |