

# Monitoring for the Service Desk

## An Integrated Service Desk Resolves Problems Faster

Because any IT problem affecting your customers or end users can be seriously detrimental to your business, the role of a competent and effective service desk is critical. ScienceLogic’s integrated approach connects IT tickets, performance, alerts, and operations with all service desk functions for faster resolution of problems, usually before they reach end users. With ScienceLogic’s feature-rich Service Desk function, your IT staff can quickly manage tasks and track incidents anywhere in your environment because they have continuous access to all the information and history necessary to resolve incidents.

## Solve All Your Customer Support, Help Desk, and Internal Ticketing Needs

You can control every aspect of your service desk with a single mouse-click or use the built-in runbook automation of our Smart™ Actions to automatically respond to incidents. Unlike traditional stand-alone ticketing solutions, the ScienceLogic Service Desk function is fully integrated with other platform features to create incidents in response to events according to your pre-set parameters and/or default settings. Events (alerts) are triggered by syslog and trap messages, security parameters, thresholds of performance, usage, and hardware that you define.

When viewing or responding to an incident, you can examine relevant system details and status directly from the incident session as well as related histories, and specify who gets to see the information. Intuitive dashboards of metrics, reports, and historical data make it easy to track trends, improvements, and productivity. Incidents will never get “lost” or forgotten because automated incident escalation ensures that key staff are notified of important incidents in real time and alerted when events remain unresolved for too long.

### KEY BENEFITS

- Integrated Reporting
- Policy-based
- Pre-set and User-defined Escalations
- Reduced TCO
- Granular Access
- Centralized Portal
- Highly Customizable

### KEY COMPONENTS

- Incident and Problem Management
- Asset Management
- Service Level Management
- Service Views
- Multi-Tenancy
- HTML5 Dashboards

Simple to use, but as powerful as any high-priced enterprise ticketing solution, the ScienceLogic Service Desk function is perfect for service providers and enterprises that want to share event and ticketing information selectively with customers and end users, and ensure customer satisfaction through fast and efficient problem resolution.





## Instant — So Intuitive and Easy to Use, Your Staff Will Become Service Desk Experts Almost Instantly

The ScienceLogic Service Desk function simplifies and streamlines incident, task, and workflow management, using a minimized learning curve:

- Create incidents from events with a single mouse click — or automatically — with many ticketing fields auto-populated.
- Eliminate ticketing maintenance with built-in management reports and automated ticket escalations/resolutions, freeing up staff and reducing human error.
- Speed up and simplify identification of incidents with color-coding.
- Easily find a specific ticket with both single-click and regular-expression-based searches/sorts.
- Notify users when tickets are assigned with automated emails.
- Show ticket activity for the last 30 days, including individual ticket severity and the average resolution time, with customizable dashboards.

## Intelligent — Feature-rich, Intelligent Functionality Moves Tickets Quickly from Incident to Resolution

Designed with robust functionality, the ScienceLogic Service Desk function replaces high-cost enterprise ticketing solutions.

- Create incidents manually, or trigger them by events, email messages, and phone calls.
- Generate tickets automatically from incidents according to pre-set policies with built-in runbook automation.

- Automatically include all ticket details in user emails.
- De-duplicate multiple occurrences of an incident through automatic grouping or “rolling up” of all occurrences within one ticket.
- Align events with a single ticket to help users discern relationships between events.
- View information on event history, ticket history, devices, and organizations directly from the ticketing session, and add comments and attach files to tickets.

## Integrated — Total Integration of All Service Desk Functions Enables Customization and Increases IT Staff Productivity

Extensive access control and customization features allow service providers and enterprises to provide selective ticketing access (view, create, or edit) to their customers and internal or external users. Centralized, consistent, and up-to-date communications on ticket status and remediation outcomes facilitate IT tasks and increase staff productivity.

- Allow administrators to customize and define Ticket Queues and access so that each user sees only relevant tickets.
- Define which tickets are assigned to which organizations so that users only see the tickets assigned to their organization.
- Prevent unauthorized users from viewing comments and file attachments with a built-in cloaking option.
- Allow administrators to finely tune parameters, by group or by individual user, using fully-customizable Account Templates.
- Create highly detailed and flexible reports based on any combination of ticketing properties, including date, severity, device, status, queue, and user with the built-in Ticketing Reporter.