



The Canfigure Service Desk module has been built according to ITIL principles. When combined with the Canfigure CMDB and Change Management, a fully integrated ITSM solution is delivered.

The template-based approach enables custom forms and workflow to be implemented for different Ticket types, including Service Request approvals and auto-routing of tickets to support groups.

The relationship capability provided by the underlying CMDB allows links between incidents and Configuration Items, including related RFC, Tasks and People.

**Request 'R0007616': Provide user access to Synergi**

- Affected: Access Service
- Assigned to: IS Service Desk Support Group
- Contains: R0007616 Add user Synergi
- Contains: R0007616
- Assigned to: Kostas Mialos
- Reported by: Sheila

**TICKETS - ALL UNR**

Assigned Person	Count
Danitta Lindberg	1
Danny Morris	1
Dennis Barnes	3
Dennis Long	17
Iv-ing Adler	4
Janeet White	15
Jennifer Evans	4
Jerald Alvez	9

**Mobile App Screenshot:**

- Search by ticket number
- X0001006 - XYZ Service Unavailable (1 of 4)
- X0001008 - Monitoring alert -- GEOSERVER (2 of 4)
- X0001003 - Printer issue (3 of 4)
- R0001010 - New iMac setup for David Thurod (4 of 4)

Service Levels can be monitored according to the defined SLA resolution times, to produce statistics for Key Performance Indicator analysis.

### Configure Service Desk key features:

- ✓ Incident Management
- ✓ Problem Management
- ✓ End User Self Service
- ✓ Ticket creation via Email
- ✓ Custom Reports
- ✓ CMDB Integration
- ✓ Flexible SLA definition
- ✓ Service Portfolio Mgmt
- ✓ Multi-level categorisation
- ✓ Auto notification
- ✓ Knowledge Management
- ✓ iOS & Android App
- ✓ Request Fulfilment
- ✓ Custom Workflows
- ✓ Calendar + Reminders
- ✓ Escalation

**Canfigure** is a 100% web-based application that can be installed on your internal network, or accessed via our secure cloud infrastructure. Visit <http://www.canfigure.net> for more information and to register your interest!