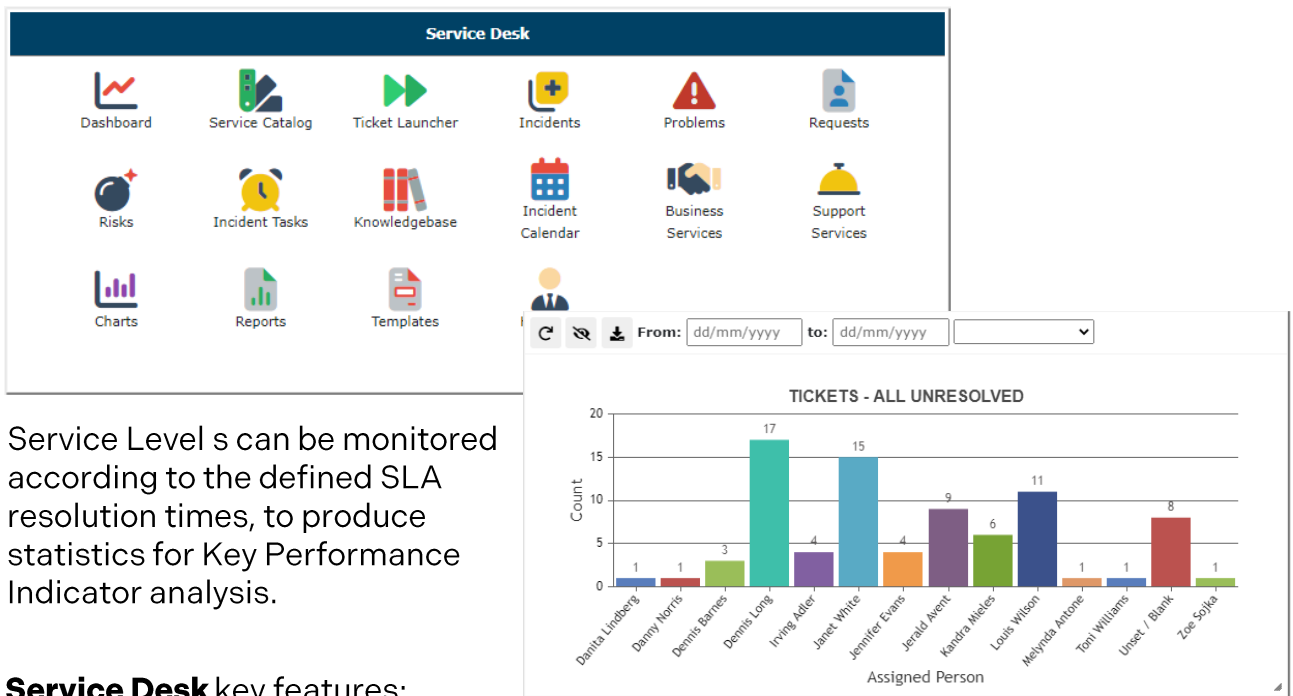


The Canfigure Service Desk module has been built according to ITIL principles. When combined with the Canfigure CMDB and Change Management, a fully integrated ITSM solution is delivered.

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.



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

Service Desk key features:

- ✓ Incident Management
- ✓ Problem Management
- ✓ End User Self Service
- ✓ E-mail integration
- ✓ Custom Reports
- ✓ CMDB Integration
- ✓ Flexible SLA definition
- ✓ Service Portfolio Mgmt
- ✓ Multi-level categorisation
- ✓ Auto notification
- ✓ Knowledge Management
- ✓ Dashboard builder
- ✓ 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!