



ITSM Add-on „innomea. Expert Search“

The ITSM Add-on extends the search function in Matrix42 Service Management.

Features:

By default a preselection has to be made in which area the search should be done. The following areas for searching are available:

- Archived Service Request
- Tasks
- Global Activity Overview
- Knowledge Base
- Service requests
- Disruptions
- Tickets

However, the Add-on searches in parallel in all areas listed above via full-text search, in addition two further areas can be searched:

- Changes
- Journal

As a search result, the areas in which the search term was found are displayed. A direct link leads to the search result.

Technical requirements:

- Matrix42 Service Management from 9.1.3 on



ITSM Add-ons

The innomea ITSM Add-ons are useful extensions to the Matrix42 Service Management Products. These extensions are based on practical requirements of our customers or our employees. These Add-ons support your employees in their work with the Matrix42 products.

innomea ITSM Add-ons - Quick Overview:

- innomea.Absence Assistant
- innomea.AD Catalogue Management
- innomea.Auto CMDB
- innomea.Catalogue Warehouse Management
- innomea.CIP
- innomea.Easy Workflow Creator
- innomea.EU-GDPR General Data Protection Regulation
- innomea.Expert Search
- innomea.Human Ressources Onboarding
- innomea.Mail Journal Selection
- innomea.MIA - Mobile Inventory Administration
- innomea.Multi Asset Registration
- innomea.Multi - Tenancy Service Desk
- innomea.MobileIron Connector
- innomea.Monitoring Connector
- innomea.Projekt Planner
- innomea.RACI Dynamic Approval Workflow
- innomea.Service Desk Representation Rule
- innomea.Unknown Ticket Creator

