



ITSM Add-on „innomea. Easy Workflow Creator“

The ITSM Add-on allows you to configure simple workflows via the standard interface.

Tasks can be distributed quickly and flexibly within the organisation and capacities for processes can be scaled according to fixed procedures. The add-on enables both complex workflows in the familiar intuitive interface, and to document the process audit-proof. Below you can find a wide range of provided activities can be used.

Benefits:

Easy...

- working with variables from the order form, booking, order and change request
- sending e-mails, including your own workflow descriptors and variables

Easy...

- documentation export of Workflows as documented flow chart in BPMN 2.0. and an additional report

Easy...

- building own Dataprovider workflows with multiple web-requests to foreign systems with automated documentation
- reuse of already build workflow templates and relink to new ones
- using already available technical Matrix42 workflow Studio workflows inside your innomea easy workflow creator workflow templates
- creation (sequential and parallel) of tasks, service requests, incidents and service orders with dynamic technical target

No workflow studio and no basic knowledge of database schema or scripting/programming is required.

Advantages:

- Simply create workflows without much effort
- Intuitive interface dialogues and assistants
- Simplify complex workflows
- Wizard-controlled copying of activities
- Permanent and automated audit-proof documentation

Technical requirements:

- Matrix42 Enterprise Service Management from 10.0.1

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.MobileIron Connector
- innomea.Monitoring Connector
- innomea.Multi Asset Registration
- innomea.Multi - Tenancy Service Desk
- innomea.Projekt Planner
- innomea.RACI Dynamic Approval Workflow
- innomea.Service Desk Representation Rule
- innomea.Unknown Ticket Creator



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