

SymphonyAI Summit Service Catalog and Request Management

Service Catalog and Request Management

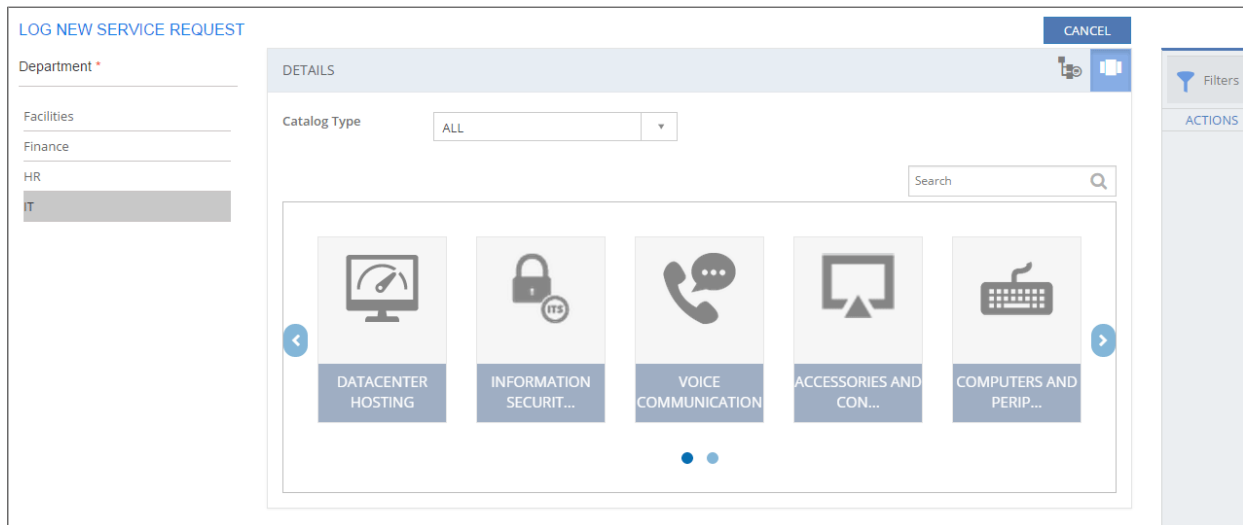
Service-oriented organizations are investing more on solutions that help to manage customer expectations better. An IT Service Management (ITSM) process, Service Catalog and Request Management provides an exhaustive list of services and fulfills a user's request for availing support and information.

The SymphonyAI Summit Service Catalog Management provides a snapshot of the current set of Services available to the End Users. The End Users select Services from the Service Catalogs and raise Service Requests in the SymphonyAI Summit Request Fulfillment module.

Key features

Simple, intuitive web-based user interface

SymphonyAI Summit offers an easy to use web-based user interface to submit requests, view updates, and search for solutions. This reduces cost by providing self-help to users. The users can select the required services from the Service Catalogs based on user type, location, grade, and entitlements.



Using workflows to simplify processes

SymphonyAI Summit comes with a highly configurable workflow that can be easily designed to match the business and technical processes. Each service catalog item can have its own unique workflow and business rules with built-in automation. SymphonyAI Summit provides conditional workflows with options to enable auto creation of work orders to complete service fulfillment. Using custom workflows, services can be configured that require managerial approvals for greater governance and transparency.

Customer feedback

Transactional feedback:
User feedback on various parameters for each fulfilled request.

Periodic CSAT:
Templates are available to collect feedback from the user at defined intervals.

FORM BUILDER
BACK NEXT SAVE

1 FORM DETAILS

2 FORM BUILDER

3 PREVIEW

4 ADDITIONAL INFO

APPROVAL LEVELS

Number of Approvals:

Level 1*: Conditional Approval

Level 2*: Conditional Approval

Level 3*: Conditional Approval

ATTACHMENTS

Catalog Item Image	<input type="text"/>	<input type="button" value="Upload"/>	OLA Information	<input type="text"/>	<input type="button" value="Upload"/>
Dependency Diagram	<input type="text"/>	<input type="button" value="Upload"/>	Access Instructions	<input type="text"/>	<input type="button" value="Upload"/>
Business Agreement	<input type="text"/>	<input type="button" value="Upload"/>	SLA Information	<input type="text"/>	<input type="button" value="Upload"/>
Vendor Dependent	<input type="checkbox"/>		Active	<input checked="" type="checkbox"/>	

DEFAULT SERVICE REQUEST VALUE

Classification:

Impact:

Service Window:

Urgency:

Priority:

Validate Controls:

Enable Location: [Based on selected location, service request will be routed to workgroup]

Resolve Service Request: [If work order exists for the service request then it can be resolved from work order screen after last work order is resolved]

ACTIONS

USER DASHBOARD
 ANALYST DASHBOARD
 ASSET DASHBOARD
 AVAILABILITY DASHBOARD
 KNOWLEDGE DASHBOARD

Filters

INCIDENT Looking For An Answer.. 🔍

No Data

RESOLUTION SLA

49

OPEN INCIDENTS

NEW INCIDENT

RECENT 5 INCIDENT

18... test 123 test 123 test 123 test 12...

18... 125_635769642315036122125...

18... tetst tetst tetst tetst tetst te...

18... tetst tetst tetst tetst tetst te...

18... Batch FileBatch FileBatch FileBat...

SERVICE REQUEST

No Data

RESOLUTION SLA

20

OPEN REQUESTS

NEW REQUEST

RECENT 5 REQUESTS

153 ADD Users to Distribution List-[E...

152 ADD Users to Distribution List-[E...

151 ADD Users to Distribution List-[E...

150 ADD Users to Distribution List-[E...

149 ADD Users to Distribution List-[E...

OTHERS

0

MY ASSETS

0

MY ENTITLEMENTS

0

MY DOCUMENTS

FEEDBACK PENDING

2

Incident

BULLETIN BOARD

No Data

KNOWLEDGE RECORDS

IMPORTANT MOST VIEWED HIGHEST RATED

Computer Won't Boot from Hard Drive

Make sure there are no bootable media su...

Form generator

SymphonyAI Summit helps you create and publish online forms anywhere, and any time, without coding.

Reporting

The Dashboard features a range of reports like monthly reports on the SRs volume, SRs status, SLA summary, workgroup summary, user group summary and details of pending SRs along with the graphical representation of the SRs volume and the SRs status. SLA reports are available by workgroup, analyst, customer, and location. It also enables report searching for viewing of a report on all the instances that are configured in the SymphonyAI Summit application.

Integration with other ITIL processes

Build relationships by linking request records to related incidents, problems, change records, work orders, assets and CIs.

Automated and manual escalations

SymphonyAI Summit offers configurable, functional, and hierarchic escalations. Auto escalations are e-mail triggers generated by the system to the configured set of users, and can be configured to move the logged request to another workgroup to resolve the request. Manual escalations enable end users to manually escalate the Service Requests if they are not satisfied with the service provided.



SERVICE REQUEST - SR126 SUBMIT CANCEL

DETAILS

Department: Information Technology

Log Time: 2015-09-07 03:04:24 PM

Status: Pending for Approval

Assigned Workgroup: Helpdesk issues (Summit)

Assigned To:

Source: Web

Catalog Type:

Service Category: Enterprise Application Services\New Requirement\Software Services\Software installations

Catalog Name: Adobe Reader

Catalog Description:

Attachments: No Attachments

New Attachment:

Additional Information *
Provide Additional Information About Your Request...

REQUEST DESCRIPTION

Department: Information Technology
Category: Enterprise Application Services\New Requirement\Software Services\Software installations
Catalog Name: Adobe Reader

SOLUTION

ACTIONS

- SEND E-MAIL
- PRINT
- CHAT HISTORY
- REOPEN
- CLOSE
- CANCEL
- MANUAL ESCALATE
- SUPPORT DOCUMENT

Jyothi Puthran © 2015-09-07 15:06:55

Service provided was poor and please provide the relevant service as requested.

About SymphonyAI Summit

SymphonyAI Summit's AI-driven platform provides enterprise-grade capabilities made easy, for the most cost-effective solution. The advanced, modular solution unifies service management, asset management, and service automation into a single, easy-to-use platform. Enterprises and service providers use Summit to dramatically reduce the cost and complexity of their IT management while improving efficiency, productivity, predictability, and control. Leading enterprises across financial services, healthcare, manufacturing, education, and many more verticals are delivering exceptional user experiences while lowering IT costs using SymphonyAI Summit. SymphonyAI Summit is a SymphonyAI business.

Request a demo or contact us for more information:
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