

Incident management: Large scale implementations

Q: For site attribute, if i do not want to import from AD, do I have to manually maintain it individually in the requester list? or Is there another way to mass maintain?

A: You can use the CSV import option to update the site in case of bulk user actions.te .

Chk this link,

<https://help.servicedeskplus.com/configurations/user-management/configuring-requesters.html#from-csv>

Q: Similarly, for bulk conversion of requesters to technicians, is there any mass conversion technique or do we have to do it individually?

A: It is not possible to convert requesters to technicians in bulk.

Q: Can you show the forwarding on how to create ticket via email?

A: To setup servicedesk plus with a mail box, check the instructions in the link below.,

<https://help.servicedeskplus.com/configurations/helpdesk/email-configurations.html>

Q: Hi, can we duplicate SLA, Business Rules, etc from different sites to a newly created site?

A: Yes, you can make use of the site-refer configuration to achieve this requirement. Go to Admin > Organization details > Sites > edit the newly created site > go to related settings > under the refer settings section, choose the older site as the reference site for SLA, business rules etc.,

Q: How do I configure SMS notification and what is the requirement to set this?

A: SMS notification can only be set if you have a SMS gateway account with a SMS provider. To learn more, check this link,

<https://help.servicedeskplus.com/configurations/helpdesk/sms-notification-settings.html>

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Q: Why do we need to configure the holidays for sites? Is it for SLA?

A: Yes, SLA will work only during working days and within operational hours unless configured to consider non-operational hours and holidays.

Q: Can we import AD users from Azure to SDP?

A: If ServiceDesk Plus is hosted in Azure, then it is possible to configure and import users from Azure.

Q: If we have used the option "Copy Default Settings" while creating a site and made some modifications the default settings after a week, will those modifications be reflected in the site we had created?

A: If the copied configuration is not modified and if it is a replica of the default settings, then the changes done to the default settings will apply for the copy site as well.

Q: If I delete a requester manually, what will happen to the previous requests logged by the user.

A: No records will be affected, it will be retained as it is used for historical reference.

Q: Can you show the forwarding on how to create ticket via email?

A: To make use of the email mode of request creation, you need to configure the email server settings in ServiceDesk Plus. Check this link to learn more about it,

<https://help.servicedeskplus.com/configurations/helpdesk/email-configurations.html>

Q: What is problem management and configuration management?

A: Problem management:

https://help.servicedeskplus.com/problems/problem_management.html

Configuration management:

https://help.servicedeskplus.com/cmdb/configuration_management_database.html

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Q: The groups that you showed that can be created, can those groups be synced from AD?

A: No, it is not possible to create groups via AD import.

Q: When a technician group is created does it affect business rules? I have experienced problems with this.

A: If the Support group is used in the business rule, then it will affect it. If there is no relation between the business rule and support group, then there will be no effect.

Q: Is it possible to configure working weekend the same way as holidays, if there are only a few working Saturdays during the year? In my organization there are only a few such working Saturdays (with even shortened operational hours) due to national holidays being midweek.

A: In the current design there is no option to configure working weekends however we have added this requirement to our feature request queue.

Q: Can we change an incident to service or change service to an incident after creation ?

A: Yes it is possible to change a service to incident or vice versa after its creation. To do that, open the request, go to Actions menu and there you will find the option.

Q: Hi there, is it right to associate all sites with technicians if we want to give them access for all sites and use "Not associated with sites" for restricting access?

A: Yes, it is correct. The technician has to be associated with all the sites.