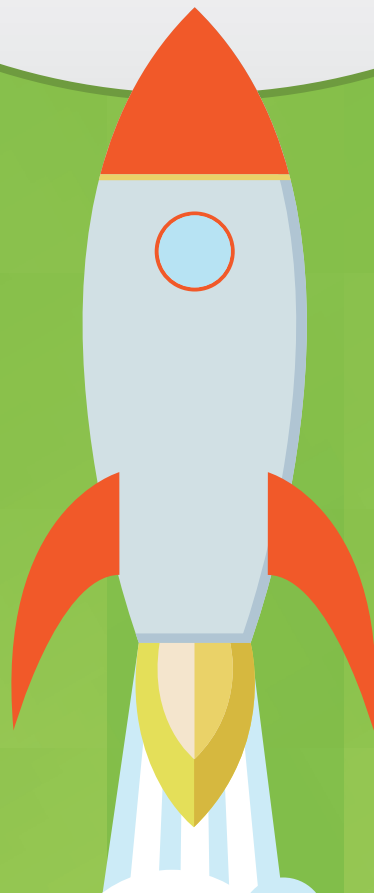


ManageEngine

ServiceDesk Plus On-Demand

QUICK START GUIDE



ServiceDesk Plus On-Demand is an online help desk software built on the ITIL framework with integrated asset management. It is available in 15 different languages and in three editions namely Standard, Professional and Enterprise. ServiceDesk Plus On-Demand is easy to use and you can get your IT help desk up and running in minutes with a set of quick configurations. Follow the steps below to get started with the product quickly.

1. Basic configurations
2. Create accounts for users
3. Assign roles
4. Access the application
5. Incident management
 - Create business rules and service level agreements
 - Create incident templates

1. Basic Configurations

A. Organization Settings - Enter information about your organization

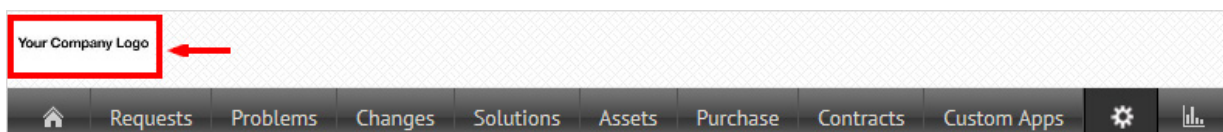
Go to **Setup** -> **Company Details** (Under organization settings section) -> Provide the basic information like name, address, and contact information of your organization.

Note: You can also configure your organization's time zone here.

Your Company Logo:

Upload the logo of your company under the "**Company Logo**" section. This logo will find place in all your reports, purchase orders, and application header.

The screenshot below will give you a fair idea of how your customized application 'header' will look.





B. Sites - Location details of your organization

If your organization is spread across multiple locations, then those locations can be configured as regions and sites and managed with a single console. Here's how you can configure a site.

Go to **Setup** -> **Sites** (Under the Organization Settings section) -> **New Site**. Provide the basic information like name, region, time zone, address, contact information, and related settings for your sites.

C. Mail Server Settings

The mail server configuration lets you to communicate with your users from within the application rather than using an external mail client. You can send and receive emails from the application by configuring the mail server.

To configure the mail server, Go to **Setup** -> **Mail Server Settings** (Under the Mail Settings section) -> **Configure the incoming and outgoing mail settings**.

You can filter out the spam mails (Ex: Out-of-Office) from getting into the application using the Spam Filter.

2. Create Accounts for Your Users

The users of ServiceDesk Plus On-Demand are classified as Requesters and Technicians. A requester is a person who raises an incident or a service request whereas a technician is a person who fixes the incident or provides the service to the requester.

2.1 Add Requesters

Requesters can be added into the application in three ways.

1. Import from Zoho Business
2. Import from CSV
3. Manual addition

Go to **Setup** -> **Users** (under the Users & Permissions section) -> Choose the desired option to add requesters.

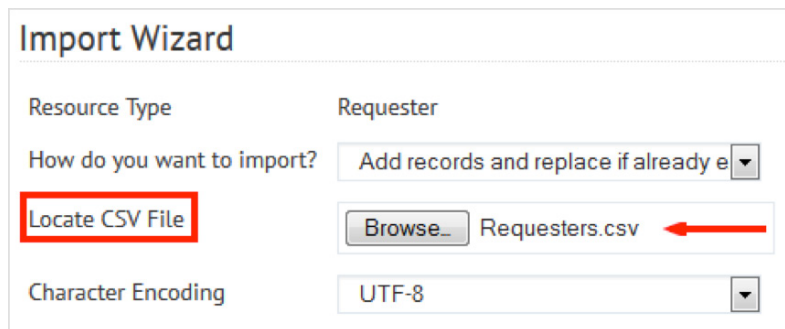
2.1.1 Import from Zoho Business

Requesters can be imported into ServiceDesk Plus On-Demand from your AD/LDAP through a provisioning app. User management in ServiceDesk Plus On-Demand is powered by Zoho. Therefore, a Zoho account will be automatically created for each of the imported user. To know more about the import process, click [here](#).

2.1.2 Import from CSV

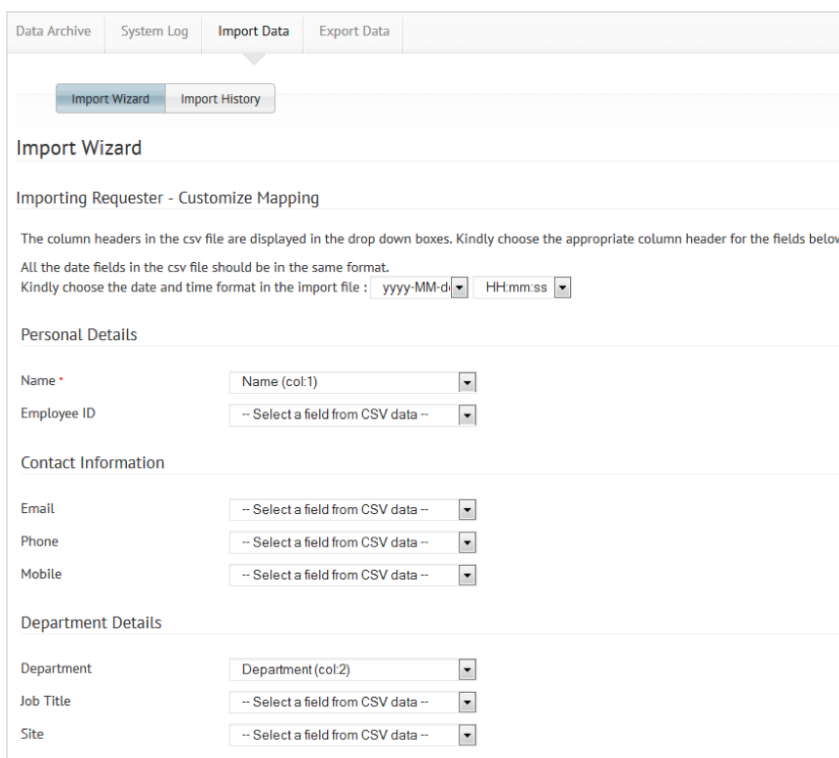
You can import the requesters in bulk into ServiceDesk Plus On-Demand from a CSV file. Click on **'Import from CSV'**, choose the CSV file and map the respective fields in the CSV file to the application fields and start importing.

Step 1: Browse and locate the file.



The screenshot shows the 'Import Wizard' interface. It has two columns: 'Resource Type' and 'Requester'. Under 'Resource Type', there is a dropdown menu for 'How do you want to import?' with the selected option 'Add records and replace if already e...'. Under 'Requester', there is a 'Browse...' button followed by the text 'Requesters.csv' and a red arrow pointing to it. A red box highlights the 'Locate CSV File' label. At the bottom, there is a 'Character Encoding' dropdown menu set to 'UTF-8'.

Step 2: Map the fields from the CSV to the application.




The screenshot shows the 'Import Wizard' interface in the 'Import Data' tab. It has sub-tabs for 'Import Wizard' and 'Import History'. The main heading is 'Import Wizard' and the sub-heading is 'Importing Requester - Customize Mapping'. Below this, there is a note: 'The column headers in the csv file are displayed in the drop down boxes. Kindly choose the appropriate column header for the fields below. All the date fields in the csv file should be in the same format. Kindly choose the date and time format in the import file : yyyy-MM-dd HH:mm:ss'. There are two dropdown menus for date and time format. Below this, there are several sections for mapping fields: 'Personal Details' (Name, Employee ID), 'Contact Information' (Email, Phone, Mobile), and 'Department Details' (Department, Job Title, Site). Each field has a dropdown menu for selecting a field from the CSV data.

2.2 Add Technicians

By default, your users are imported into the application as Requesters. You can add your technicians in two ways,

- Change existing Requesters into Technicians
- Manual Addition

To change an existing Requester into a Technician, Go to **Setup -> Users** (Under the Users & Permissions section) -> **Requesters -> Choose a requester -> Click on the Change as Technician icon** 

To manually add a Technician, Go to **Setup -> Users** (Under the Users & Permissions section) -> **Technicians -> New Technician**

Note: While adding the technician, you can associate one or more sites and groups to the technician for which he/she gets the access privilege. Also, you can configure the technician as a 'Service Request Approver' or 'Purchase Order Approver' apart from assigning roles.

3. Assign roles

Roles allow you to define the level of access privilege for your technicians over the application. Roles can be assigned for a technician when you add a new technician or when you convert a requester into a technician.

To assign roles, For a technician converted from a requester, Go to **Setup -> Users** (Under Users & Permissions section) -> **Requesters -> Change As Technician -> Assign Roles** from the list of Available Roles

For a new technician, Go to **Setup -> Users -> Technicians -> Enable Login for this Technician -> Choose the roles** from the list of Available Roles

To add a new custom role,

Go to **Setup**-> **Roles** (Under Users & Permissions section) -> **New Role**

You can either use default roles for your technicians or configure custom roles with fine-grained access privileges or a combination of both.

4. Accessing the Application

You can access ServiceDesk Plus On-Demand in two ways either by using a subdomain to `sdpondemand.manageengine.com` or by using a custom URL that is a part of your organization domain.

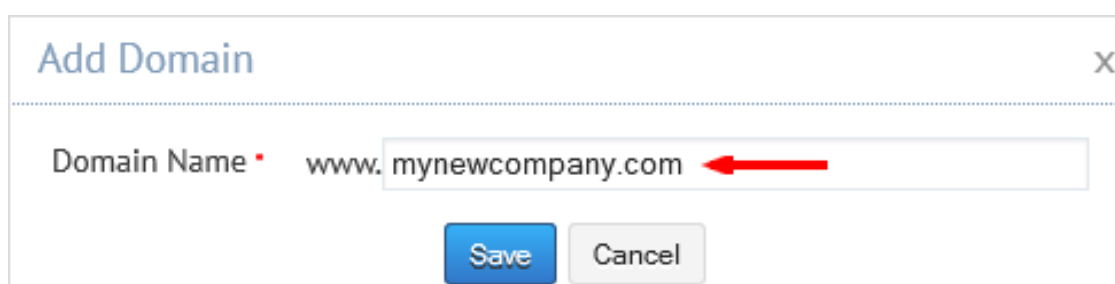
To configure a subdomain, follow the below steps:

- Login to ManageEngine ServiceDesk Plus On-Demand using your organization admin's credentials
- Go to **Setup** -> **Self-Service Portal Settings**
- Configure the subdomain in the "**Domain Mapping**" section

Let's say you have configured the subdomain as 'mynewcompany', then you can access your ServiceDesk Plus On-Demand through `<mynewcompany.sdpondemand.manageengine.com>`.

To configure a custom domain, let's assume that you need a custom URL of `<support.mynewcompany.com>`. Follow the below steps to configure,

- Add and verify your domain
 - Login to ManageEngine ServiceDesk Plus On-Demand using your organization admin's credentials
 - Go to **Setup** -> **Organization Details** -> **Domains Details**-> **Add Domain** -> **Save**



Add Domain X

Domain Name •

Save **Cancel**

- 'Click to Verify' your domain

Verify Domain - mynewcompany.com X

CNAME Method

HTML File Method

1. Sign in to your domain hosting site and locate the DNS management page.

2. Add the below mentioned values in the specified fields.

CName (Alias)	zb14334865
Host Name	domain.zoho.com

3. Wait for an hour and then click Verify button

Note: The highlighted unique CName Alias along with your domain should point towards domain.zoho.com. In this case, zb14334865.mynewcompany.com should point to domain.zoho.com for successful verification.

- Configure the custom domain
 - Go to Setup -> **Self Service Portal Settings** -> **Domain Mapping** -> **Your Own Domain**-> Choose the verified domain from the drop down and provide the domain detail

Domain Mapping

You can access ManageEngine Service Desk Plus On-Demand using your own domain URL or a subdomain to sdpondemand.manageengine.com

Sub Domain : .sdpondemand.manageengine.com
[\(Check Availability\)](#)

Your Own Domain : support . mynewcompany.com
[\(CName details...\)](#)

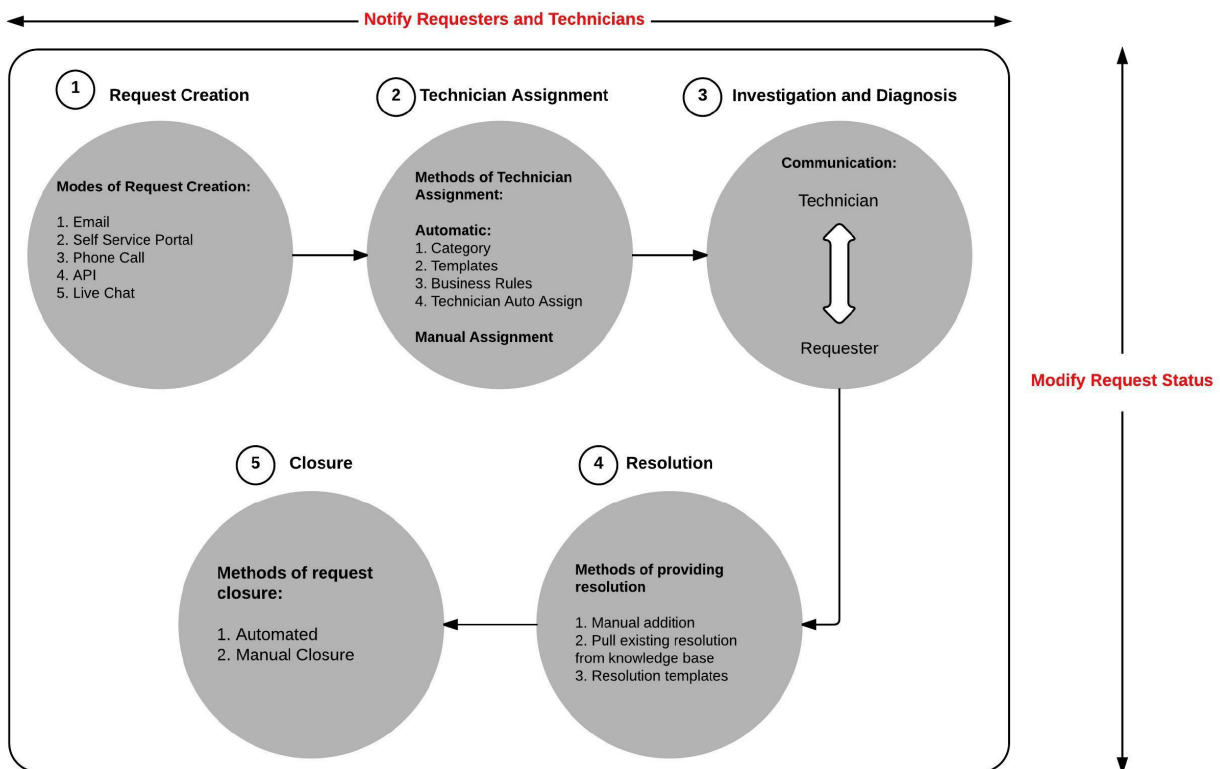
- Add a CNAME entry in your DNS
 - Add a CNAME entry for your custom domain which should point to "customer-sdpondemand.manageengine.com"
 - For the above example, support.mynewcompany.com must point to customer-sdpondemand.manageengine.com
 - Check if you are able to access ServiceDesk Plus On-Demand using the customized domain

- Also note that it may take around 2 hours for the CNAME entry to get propagated across all the DNS servers

5. Incident Management

Incident management in ServiceDesk Plus On-Demand will help you to manage the entire life cycle of the ticket, right from the creation of the ticket, technician assignment, communication with the requester, adding resolution, and ticket closure.

The following diagram illustrates incident life cycle in ServiceDesk Plus On-Demand:

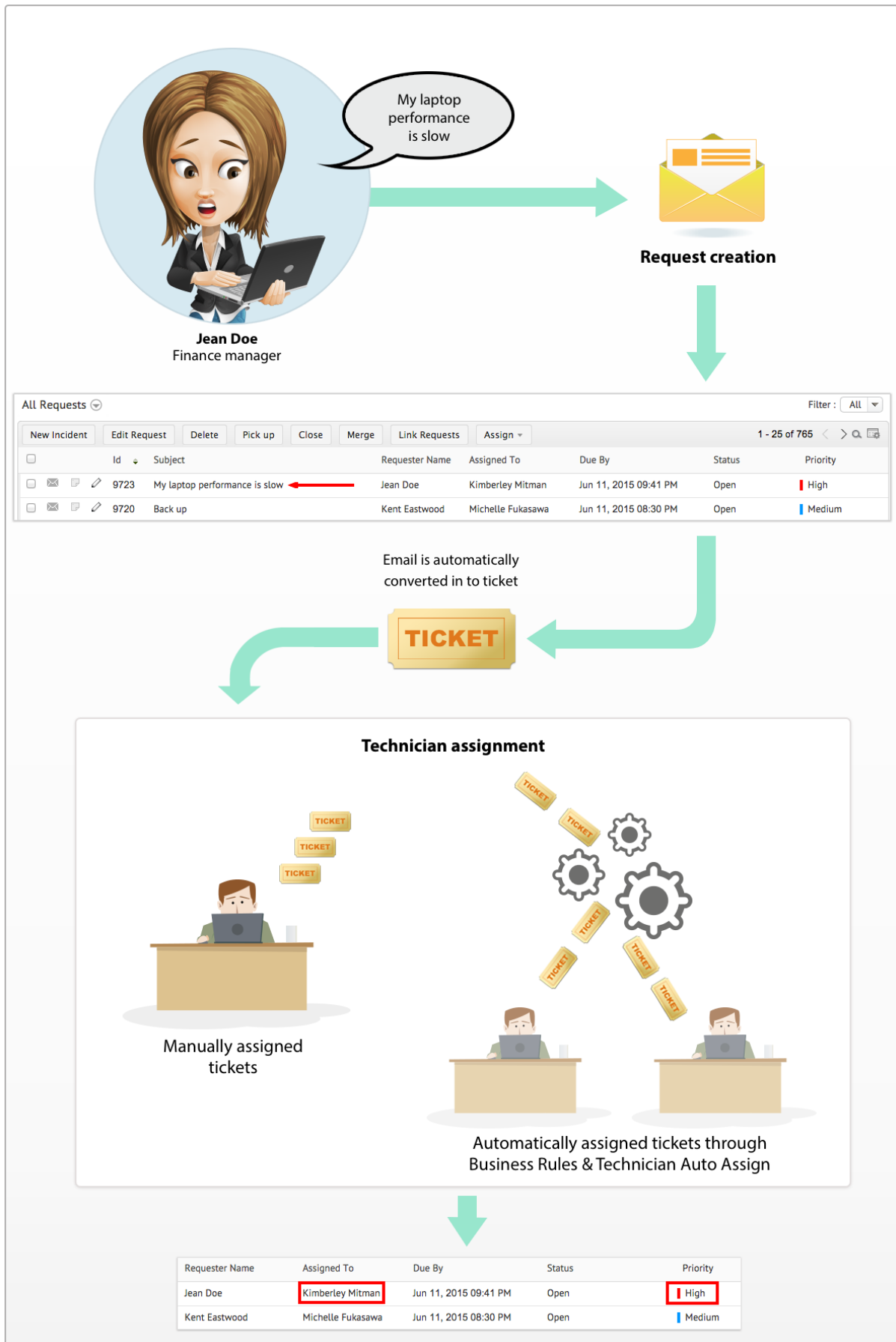


Incident Management with a Use Case

Let us take a simple use case to explain incident management.

Jean Doe is the manager of finance for a large manufacturing company. After the latest OS patch update her laptop has a low performance. She sends an email to her help desk seeking for a resolution. Here's how the administrator handles the incident using ServiceDesk Plus On-Demand.

Incident Management diagram with a Use Case



Investigation and Diagnosis

Conversations | My laptop performance is slow | Priority: High | Requested by Jean Doe on Jun 11, 2015 05:41 PM

Filter: E-Mails Auto Notifications Notes

Today

3 Service Officer - Jun 11, 2015 05:55 PM

Description

Jean Doe - Jun 11, 2015 05:41 PM

Step 1

Technician replies:

1. Technician replies to Jean, asking for more information.
2. Technician's reply is added under the conversation section inside the ticket
3. Indicated by a green envelope

Conversations | My laptop performance is slow | Priority: High | Requested by Jean Doe on Jun 11, 2015 05:41 PM

Filter: E-Mails Auto Notifications Notes

Today

2 Jean Doe - Jun 11, 2015 06:05 PM

Description

Service Officer - Jun 11, 2015 05:55 PM

Step 2

Jean Doe replies:

1. Jean's reply is added under the conversations section inside the ticket
2. Indicated by a red envelop

Resolution

Conversations | My laptop performance is slow | Priority: High | Requested by Jean Doe on Jun 11, 2015 05:41 PM

Resolution

1 Search Solutions | 2 Use Resolution Template | --Select Template--

B *I* U **abc** Plain Text

3 Hi Jean,

Here is your resolution.

Request Status: 4 --Select Status--

5 Add Work Log

Save Save and Add Work Log Cancel

Step 3

Technician adds a resolution either by:

1. Pulling a resolution from knowledge base
2. Using a resolution template. Also, the Technician can update the status of the request
3. Providing a new resolution
4. Update request status accordingly
5. Add a work log

Closure

Conversations | My laptop performance is slow | Priority: High | Requested by Jean Doe on Jun 11, 2015 05:41 PM

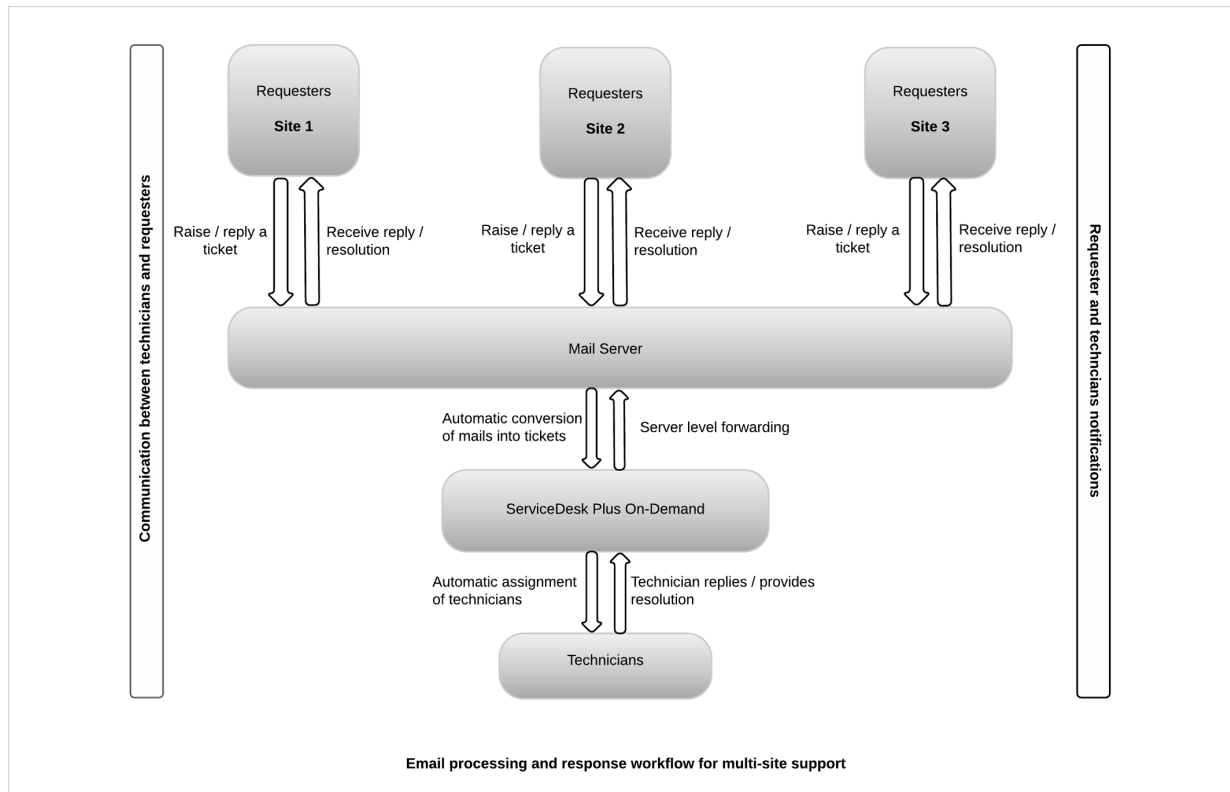
← Edit **4 Close** Pick up Assign Print

Step 4

Technician closes the request after providing the resolution

Email Processing and Response Workflow for Multi-site Support

If the company uses ServiceDesk Plus On-Demand to manage the IT environment across various sites, and your end users prefer to create tickets via email, then here's how your email creation and response workflow would work.



5.1 Configure Business Rules and Service Level Agreements

5.1.1 Automate ticket workflow through Business Rules

Business Rules help you to organize the incoming tickets and automate the ticket workflows. Based on certain criteria, you can perform actions like assigning a technician, placing the ticket in a group, set priority and so on.

To configure Business Rules,

Go to **Setup** -> **Business Rules** (under the Automation section) -> **New Business Rule**.

New Business Rule Filter by Site : Default Settings

Rule Name * Performance issues

Site * Default Settings

Description

Execute when a request is Created

Disable Business Rule

Turn on cascade execution

Override request values with Business Rule values

Business Rules

When a new request arrives :

Match the below rules

Subject * contains * performance

AND * --- Select Criteria --- --Select Condition-- *

Perform these actions :

Choose Action * into

Choose Add

Actions set

Actions
<input type="checkbox"/> Place in Group "Hardware Problems"
<input type="checkbox"/> Set Priority as "High"
<input type="checkbox"/> Set Impact as "Affects Group"

Auto Assign Tickets

Apart from the Business Rules, you can also use Technician Auto Assign to assign a technician automatically to a ticket. Technician Auto Assign follows two methods,

- Round Robin
- Load Balancing

Tickets are assigned to the technician in a serial manner when you have chosen the Round Robin method whereas the application assigns technicians based on the number of open or pending tickets when you choose Load Balancing.

To enable Technician Auto Assign,

Go to **Setup -> Technician Auto Assign** (Under the Automation section) -> **Provide the configurations based on your requirement.**

5.1.2 Service Level Agreements

Service Level Agreements define the timeframe within which a ticket has to be responded and resolved.

To configure an SLA,

Go to **Setup -> Service Level Agreements** (under the Automation section) -> **New SLA (For incidents and Service Requests)**

New Incident SLA

SLA Name **Basic information about the SLA**

Site

Description

SLA Rules

When a new request arrives :

Match the below rules **Configure the criteria**

Priority High

Any request matching the above rules should be responded within : Days | Time : Hours Minutes **Response Time**

Any Request matching the above rules should be resolved within : Days | Time : Hours Minutes **Resolution Time**

Should be resolved irrespective of operational hours.

If response time is elapsed then escalate:

Enable Level 1 Escalation **Response escalation <Proactive & Reactive>**

If resolution time is elapsed then escalate:

Enable Level 1 Escalation

Enable Level 2 Escalation **Resolution escalation <Proactive & Reactive>**

Enable Level 3 Escalation *** Multi level escalations**

Enable Level 4 Escalation

5.2. Configure Incident Templates

As an administrator, you can create a set of templates for the frequently created incidents and share with your users. These incident templates help your users to raise the incidents quickly with all the necessary fields getting populated automatically.

To configure the incident templates,

Go to **Setup -> Incident templates** (under the Templates & Forms section) -> **New Incident Template.**

Configure the fields such as priority, impact, mode, etc so that when the users create an incident using this template, they need not spend time in configuring these fields every time. Now that you are done with the basic configurations, you can create tickets and start using ServiceDesk Plus On-Demand to manage them.



www.ondemand.servicedeskplus.com

ManageEngine
ServiceDesk Plus On-Demand

✉ sdp-ondemand-support@manageengine.com

☎ +1-925-924-9500

