ManageEngine ServiceDesk Plus



## Leverage Microsoft 365 as a key channel for IT service management

ServiceDesk Plus offers integrations with various Microsoft applications to help IT technicians and end users complete multiple tasks right from their Microsoft applications

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# Contextual Microsoft 365 integrations for ITSM teams





## **Microsoft Teams**

Let your technicians and end users create, track, and manage all their requests from within Teams, Microsoft's chat and collaboration platform.



## Microsoft 365 calendar

Automatically create Microsoft 365 calendar entries from reminders in ServiceDesk Plus, and sync reminders and leave days between ServiceDesk Plus and Microsoft 365 calendars.



#### ServiceDesk Plus add-in

Bring your help desk to your Outlook or Microsoft 365 mailbox, and perform help desk activities without even accessing your help desk portal.



## **Actionable messages**

Use the action buttons in your email notifications to act on support tickets from your Outlook or Microsoft 365 mailbox.

Website: www.servicedeskplus.com Questions: eval@manageengine.com Demo: demo.servicedeskplus.com Toll-free number: +1.888.720.9500 Zoho Corporation 4141 Hacienda Drive Pleasanton, CA 94588, USA Phone: +1.925.924.9500 ManageEngine) ServiceDesk Plus