

Micro Focus Technical Insight Series



ZENworks Service Desk Extending the Helpdesk System

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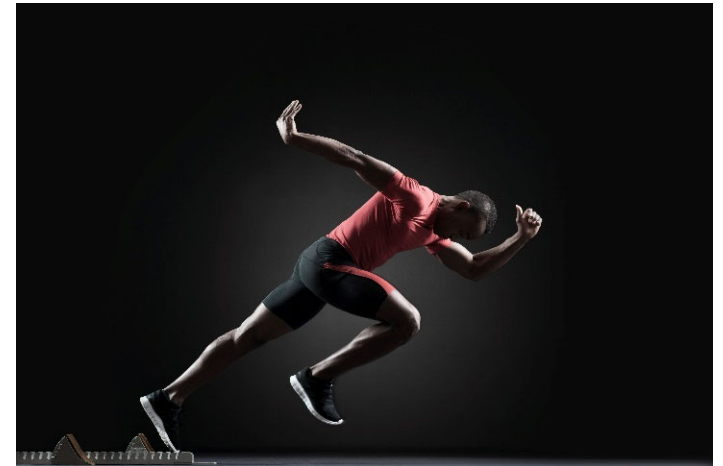
Product Manager

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Purpose of ZSD – Quick Efficient Resolution

- Designed to Guide Customers through their Whole Experience
- Streamlined Operations For a Quick Resolution
 - Gathering the Most Accurate Information Up Front
 - Asking the Right Questions
 - Forwarding to the Proper Staff
- Empower Customers to take Action on their Own
- Knowledge Transfer & Education
- Scheduling Tasks & Maintenance
- Tracking Issues and Assets
- Identify Trends through Auditing & Reporting
- Providing Technician & Help Desk Staff the Needed Information



ZENworks Service Desk

Is NOT Just...

- A Ticketing Solution
- A Website to contact the Help Desk
- For Staff to work on a call
- A Place to look up information

IS Where Customers CAN...

- **Engage Powerful Ticket Routing for Customer Resolutions**
 - Workflow
 - Quick Calls
 - Notifications
 - Roles
 - Templates
 - Dynamic Forms
 - Approvals/Escalations
 - Reporting
- **Have a Rich CX, Self-Help & User Provisioning**
 - Store Portal to initiate/manage requests, self provisioning
 - Intuitive Usability & Customer Education materials for self resolution
 - Integration with other systems
- **Technician Efficiency**
- **Receive Knowledge Transfer**
 - Resolutions to Educate Customers with similar requests
 - Links to Resources and other “like” KBA solutions
 - Provide Customer Feedback through Surveys, Comments and Ratings
 - Asset/Inventory Management System
 - Reporting



Product Overview

ZSD Feature Demo

Customer

- SELF HELP – KBA Ratings & Comments
- Personalization – Columns & Tiles
- Delegate Role

Technician

- REQUEST Quick Calls
- KBA Lists
- KBA Document Ratings & Comment Management

System

- Customizations and Branding
- Templates & Dynamic Forms
- Minimal Downtime for Upgrades
 - Implement the New Features Quickly
 - Simple & Quick Upgrades
- Asset Management





Features Demonstration

ZENworks Service Desk Connectivity

Integrations

eMail Services

- Exchange, O365, GroupWise, Gmail, OAuth, other Email Providers, API Authentication

Single Sign-On

- iFrame, KeyShield SSO, API Auth

Inventory Management

- AMIE, ZCM Manual Import

Customer Assistance Integration

- ZCM Bundle Management
- ZCM Remote Control

Additional Reporting

- ZENworks Reporting Server

Asset Management

- ZCM Inventory

Virtual Applications

- Micro Focus Desktop Containers

Self Service Store Portal

- Incident Requests
- Request Assets
- Onboarding
- Knowledgebase Documents

2022 Aug/Sept

Cloud-based Services

- AzureAD

MS Modern Authentication

- Exchange/O365

2023 Spring

Multi-Factor Authentication

MF AAF Limited Entitlements



Integration Demonstration

Monitoring, Troubleshooting & Upgrades

Monitoring

- HOME Page - Technician
- REQUESTS List & Surveys
- KNOWLEDGE Comments & Ratings
- REPORTS & Report Builder - both Canned & Custom

Troubleshooting

- Logging
- Auditing of Ticket Actions

Upgrades

- Single Appliance Model
- Simple Automated Migrations



Demonstration

ZENworks Service Desk - Roadmap

■ Shipping ■ Under Development ■ In Planning

1H 2022

Service Desk 8.3

- Modernized Knowledgebase w/UI, searching, filtering and Ratings/Comments
- Store Dynamic Forms
- Personalizing the UX/CX settings/views and dashboard
- Delegate User Role
- Advanced item searching
- Enhanced LDAP Filter Queries
- Technical Upkeep (OS/Tools/Database)
- Customer Ideas

2H 2022

Service Desk 8.3.1

- Azure AD User Source Support
- O365/Exchange Modern Email Connection
- OAuth Token-based Email Authentication

Customer Ideas & Requests

- Notes Collapse/Expand
- PDF Preview Print Details

Tools & Security

- Security Updates for Tomcat, JDK, JDBC drivers & Libraries
- Technical Upkeep (OS/Tools)

Minor Release
Late Aug/Early Sept
2022

1H 2023

Future Major Enhancements

- Customer Ideas
- Multi-Factor Auth w/MF AAF Limited
- Profile Enhancements
- Curated Filters
- Native Chat
- Reporting
- Global Search

Modernize/Enhance

- Outages/Alerts
- Item Relationships
- CRM Modernization

Tools & Security

- ZCM Remote Management/Chat Log Gathering & Copy to Request
- New Request from ZAA
- Database Migration Tool
- Field Patch Updates
- Technical Upkeep
- Appliance SLES 15

Roadmaps are subject to change and are therefore not a commitment to deliver any software product, code or functionality or to meet any specific timetable.

ZSD 8.3.1 OAuth & MSModern Auth-Sneak Peek

The image displays two side-by-side screenshots of a configuration interface for an email client. The left screenshot is titled "Receiving" and the right is titled "Sending". Both are for a Gmail account.

Receiving Configuration:

- Incoming Server: `imap.gmail.com`
- Protocol: `IMAPS` (selected), `IMAP`, `POP3`, `POP3S`, `MS MODERN AUTH`
- Port: (Leave blank for default)
- Use OAuth:
- User Name: `zsdtestsetup@gmail.com`
- Client Id: `1036685410392-v5mc18s4ica7jd5tfhg5m9fs14pnk6vr.apps.googleusercontent.com`
- Client Secret: `xxxxxxxx`
- OAuth Scope: `https://mail.google.com/`
- Auth URL: `https://accounts.google.com/o/oauth2/v2/auth?prompt=consent&access_type=offline`
- Token URL: `https://oauth2.googleapis.com/token`
- Buttons: `Get Tokens`
- Access Token: `xxxxxxxx`
- Refresh Token: `xxxxxxxx`

Sending Configuration:

- Reply To: `zsdtestsetup@gmail.com`
- Outgoing Server: `smtp.gmail.com`
- Authentication: `OAuth` (selected), `None`, `Login`, `SSL`, `TLS`, `TLS (SSL)`, `MS MODERN AUTH`
- Port: (Leave blank for default)
- User Name: `zsdtestsetup@gmail.com`
- Client Id: `1036685410392-v5mc18s4ica7jd5tfhg5m9fs14pnk6vr.apps.googleusercontent.com`
- Client Secret: `xxxxxxxx`
- OAuth Scope: `https://mail.google.com/`
- Auth URL: `https://accounts.google.com/o/oauth2/v2/auth?prompt=consent&access_type=offline`
- Token URL: `https://oauth2.googleapis.com/token`
- Buttons: `Get Tokens`
- Access Token: `xxxxxxxx`

Blue arrows point to the "Receiving" and "Sending" tabs, the "IMAPS" and "OAuth" authentication options, the "Get Tokens" buttons, and the "Access Token" fields.

Roadmap screenshots are subject to change and are therefore not a commitment to deliver a software product, code or functionality or to meet any specific timetable.

ZSD Resources - Quick Hyperlinks

Documentation - [ZSD v8.3 \(Landing Page\)](#)

- [ZSD System Planning, Deployment and Best Practices Guide](#)
- [ZSD Administration Guide](#)
- [ZSD v8.3 Upgrade Cookbook](#)
- [ZSD Customization Cookbook](#)

Community - [ZENworks Service Desk](#)

Videos -

- [What's New in ZSD v8.3 Video](#)
- [ZENworks Service Desk v8.3 Upgrade Tutorial](#)

Training -

- [ZENworks Service Desk Tutorial Videos \(free\)](#)
- [Service Desk: Service Management \(8522\)](#)
- [Implement a ZENworks Service Desk Store \(ZSD250-80\)](#)



Thank you



Sales and Partner Enablement

Enablement Objective

- <list objectives desired in order to ship the project - make your objectives “smart” (specific, measurable, attainable, relevant, and time-bound)>

Training Activities

- Sales Training
 - Targeted Attendees: ??
 - Date: <>
- Partner Training
 - Targeted Attendees: ??
 - Date: <>

Deliverables

- Sales Tools Due at Release
 - <sales playbook>
 - <conversation cards>
 - <videos, chalk-talks, etc.>
 - <podcasts>
 - <objection handling>
 - <scripts, etc.>

Based on your definition of the minimum viable release package

