

CASM Office Hours March 14 2024 Q&A Transcript

Q: How and where can the workflows be defined & configured in Service Desk Manager?

A: The workflows in SDM are linked to categories and each approval can have an assignee. When a ticket is created with the category, it triggers the defined workflow and the assignee receives a task for approval. Refer to the [Request/Incident/Problem Workflows](#) Documentation for further details.

Q: We have customized Service Desk Manager to suit our processes. What assistance can be provided for the upgrade?

A: We recommend opening a support case for your upgrade. The Service Desk Manager's support team will work with you to gather more information on your environment and recommend the best practices around the upgrade.

Q: How will the rich text description field be displayed in Jaspersoft?

A: By default, Jaspersoft will display the plain text version of the description. This can be customized to use the HTML description field, which would require other customizations. The data will be displayed in the same manner as it is now i.e. plain text.

Q: We have customers whose native language is Croatian, Macedonian, or others. How can we deploy virtual analyst (VA) for such customers?

A: Out of the box, the Virtual analyst (VA) supports all the languages supported by the Service Desk Manager. We have not tested/validated for other languages. It is possible to have VA deployed in the aforementioned languages but, as they are not officially supported by the Service Desk Manager, customers would need to get the strings translated. We plan to publish a knowledge document detailing the steps for unsupported languages for Virtual Analyst shortly.

Q: Will rich text capability be made available for other functions like workflow description, automatic notifications, surveys, and knowledge documents?

A: The upcoming roll-up for 17.4 would contain rich text support for the ticket description field. Subsequently, we will add rich text support for other objects like knowledge, surveys, notifications, and workflow descriptions.

Q: Any plans to allow Service Point users to manage other's tickets as well - for example an assistant for executives or an IT guy on a factory site?

A: The use case is about user impersonation. At this point, this capability is not supported by the product but, we will discuss this internally and consider it for future releases.

Q: Does the rich text get rendered in the notification email as well? What is the size of this attribute?

A: The ticket description sent in email notifications would be rendered as rich text. To support rich text editor, a new attribute called html_description is the size of 8000 (WIP) has been introduced.

Q: With the introduction of rich text, would Mail Eater continue to support unformatted text?

A: Mail Eater would continue to accept unformatted text.