

Console Apps for Microsoft Service Manager



Designed to work in conjunction with Service Management Foundation and Remote Management, these apps extend your Microsoft Service Manager Console for Analysts and Administrators.

Included Apps



My Active Work Items

Easily manage your incidents, problems, service requests, changes, releases, and activities in a single work view.



PowerShell Activity

Simplify and enhance the automation of system tasks and common processes within the native Service Manager Console.



Group Assign

Improve work item reassignments by easily allowing Analysts to be associated with support groups.



View Builder

Enhance Service Manager views by displaying rich information and allowing for advanced creating, editing, and managing of views.



Change Calendar

Visualize all scheduled change requests within a single calendar view.



Affected User

Gather initial information from a customer to help direct support towards an Incident or Service Request.



Notify Analyst Pro

Easily set email notifications to Analysts and associated support groups when work items are assigned or re-assigned.



Preview Pane

View all work items in a clean, crisp, and re-written Preview Pane.



Risk Calculator

Automatically calculate and measure the risk of change requests following business logic.



Tier Watcher

Receive Outlook style pop-up notifications when work items are assigned.



Release Calendar

Visualize all scheduled release records within a single calendar view.

Learn more at www.cireson.com/service-management/