

Service Management

Transform your Service Manager experience with our Portal for Analysts and End Users, and more



Analyst Portal: Service Manager operations from any browser or device. Access incidents, service requests, CMDB, and rich reporting



Self-Service Portal - Community: A complete, free replacement of the Microsoft Self-Service Portal for Service Manager. 100% browser, device, OS freedom.



CMDB Portal: Manage Microsoft Service Manager Configuration Items on the fly from any browser or device. Access CIs including users, computers, business services and software.



Advanced Request Offering: Create dynamic forms with intelligent logic, which streamlines the service offerings provided to the end user



Outlook Console: Experience full Service Manager integration within Microsoft Outlook. Create, edit, approve and complete work items



Cireson Analytics: Powerful data at your fingertips and insight into how a service management team is performing. Identifies hot spots and trends in the data.



My Calendars: Stay ahead of the workday and schedule your work intelligently. In one click, view your team or work items assigned to you, making tracking and scheduling a breeze.



Survey App: The Survey App works in conjunction with the Cireson Analyst Portal, providing your IT department the ability to conduct surveys tailored to your needs.



Skype for Business Integration: Integrate Skype for Business conversations with Service Manager seamlessly.



SMA Connector: A connector between Service Manager and Service Management Automation to enable automating all or part of important IT processes.

Remote Support

Modern, web-based user and device management tools for Analysts to further maximize productivity, deliver faster problem resolution, and increase end user satisfaction.

DEVICE MANAGEMENT



Device Insights: Get valuable insights into the state of your device, from hardware information to information about user interactions.



Remote Actions: Support devices with remote actions, performing troubleshooting, and an array of other actions against devices in your environment.



Collection Control: Add and remove devices from Collections within the Cireson Support Tools.



Software Control: Quickly see what software is installed on a client, and the version of the installed software to repair or remove installed software.



Patch Control: Quickly identify what patches are available for a given client, and once assigned you can force the installation of a given patch.



Process Insights: See live process information and make informed decisions about device performance issues and possible solutions.



Service Control: View installed and running services, and when a problem is identified you can easily stop, start, or restart a given service in order to resolve the issue



Deployment Insights: Quickly and efficiently identify what software is deployed to a specific device, identify errors, and deployment status.



User Affinity: Track ownership in the same place where you track the asset itself.



Software Deployment & Requests: Enable Support Teams to easily approve or deny software requests made in SCCM Software Center. Deploy software on-demand to both end users & devices from any web browser.

USER MANAGEMENT



User Insights: Get valuable insights into a user's account, whether it's determining if an account is locked out or disabled, or validating a deployment



Account Control: Quickly identify account issues, unlock and reset passwords, enable an incorrectly disabled account, or quickly disable an account to deny it's accessed.



Device Affinity: Easily see what devices are assigned to the user and activate Device Management functionality right from the device list.



Deployment Insights: Easily view the status of a software or application package, to identify any issues that might need to be addressed in order to get the customer the software they need.



Group Control: Give your Analysts the control they need to assign users to active directory groups in an intuitive and secure manner. Quickly search a list of allowed groups, or remove a user from a group when requested by management.



Software Deployment & Requests: Enable Support Teams to easily approve or deny software requests made in SCCM Software Center. Deploy software on-demand to both end users & devices from any web browser.



Announcements: Keep users up-to-date with important updates and changes by easily creating and delivering announcements in real time on targeted devices.

Console Management

Extend the functionality of the Service Manager Console with Analyst & Admin apps



My Active Work Items: Easily manage your incidents, problems, service requests, changes, releases, and activities all in a single work view.



Group Assign: Improve work item reassignments by easily allowing analysts to be associated with support groups.



View Builder: Take Service Manager to the next level by displaying rich and sophisticated information, 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.



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.



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

