

# Service Management

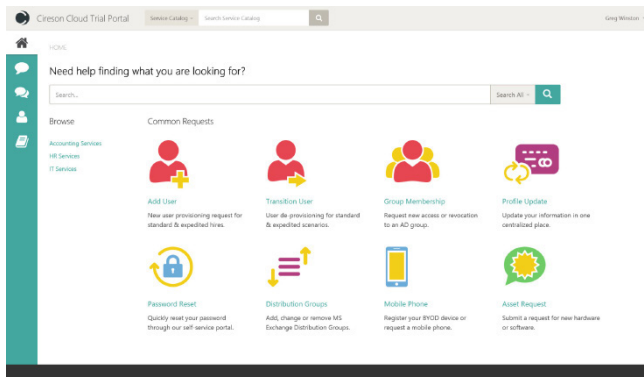
Born to transform your Microsoft Service Manager experience, our apps for Service Manager combine the blazing-fast Cireson Portal for end-users and Analysts alike. All designed for you in the hyper-connected world we live in across any browser, device, or OS.
















The Service Manager Portal experience is strengthened for both Analysts and End Users with enterprise-grade apps that empower users to work in their native environment while boosting productivity and increasing ease of use.

## Service Management Foundation Apps

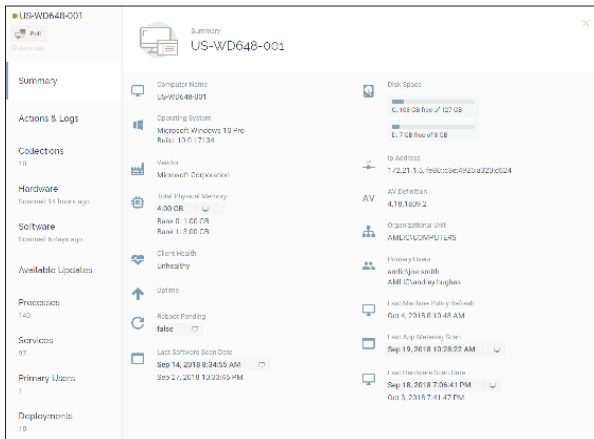
The Cireson Portal for Analysts integrates seamlessly with Service Manager to allow management of day-to-day activities on any browser, device, or OS. Built on cutting edge HTML 5, the Portal boasts fast, responsive, and highly functional capabilities. For end-users in the Self-Service Portal, this experience translates to a single, intuitive storefront to request any IT or business service, including a searchable knowledge base and much more.


















 <b>Analyst Portal</b>	 <b>Self-Service Portal - Community</b>
 <b>CMDB Portal</b>	 <b>Advanced Request Offering</b>
 <b>Analytics</b>	 <b>My Calendars</b>
 <b>Outlook Console</b>	 <b>Lifecycle Management</b>
 <b>Skype for Business Integration</b>	 <b>Advanced Email Send</b>
 <b>Survey App</b>	 <b>Affected User</b>
 <b>SMA Connector</b>	

# Remote Support












Enable Support Teams to provide instant and secure remote support to end users and customers with our Remote Support apps. Designed to leverage Microsoft Configuration Manager with the ability to integrate natively into your ITSM solution, these apps streamline customer support by providing valuable insights into users, devices, processes, and deployments. Gain control by securely performing remote troubleshooting actions such as deploying software, initiating remote control, and evaluating real-time performance from anywhere, any time.



 <b>Device Insights</b>	 <b>Remote Actions</b>
 <b>Collection Control</b>	 <b>Software Control</b>
 <b>Patch Control</b>	 <b>Process Insights</b>
 <b>Service Control</b>	 <b>Deployment Insights</b>
 <b>User Affinity</b>	 <b>User Insights</b>
 <b>Account Control</b>	 <b>Device Affinity</b>
 <b>Deployment Insights</b>	 <b>Group Control</b>
 <b>Software Deployment</b>	 <b>Announcements</b>

# Console Apps

Extend the Microsoft Service Manager Console with these must have Analyst and Administrator apps.

 <b>My Active Work Items</b>	 <b>PowerShell Activity</b>	 <b>Group Assign</b>	 <b>View Builder</b>
 <b>Change Calendar</b>	 <b>Affected User</b>	 <b>Notify Analyst Pro</b>	 <b>Preview Pane</b>
 <b>Risk Calculator</b>	 <b>Tier Watcher</b>	 <b>Release Calendar</b>	

Learn more at [www.cireson.com/service-management/](http://www.cireson.com/service-management/)