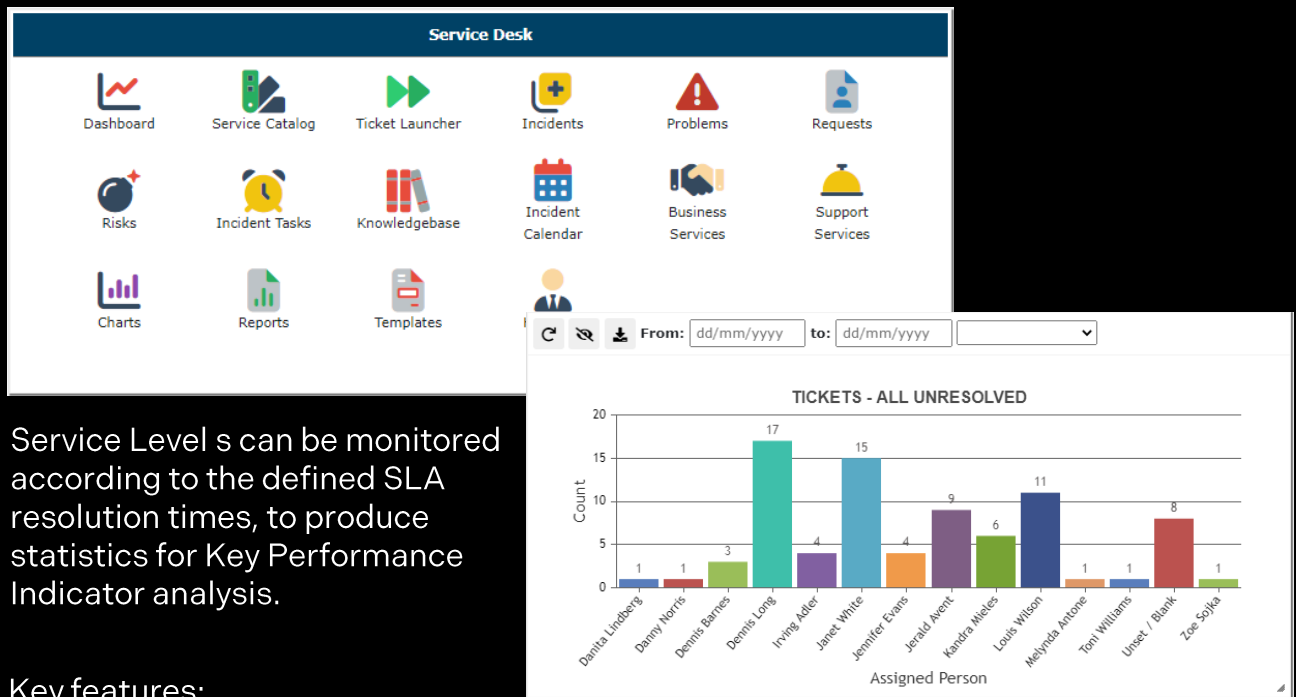


The Canfigure Service Desk module has been built according to ITIL principles. When combined with the Canfigure CMDB and Change Management, a fully integrated ITSM solution is delivered.

The template-based approach enables custom forms and workflow to be implemented for different Ticket types, including Service Request approvals and auto-routing of tickets to support groups.

The relationship capability provided by the underlying CMDB allows links between incidents and Configuration Items, including related RFC, Tasks and People.



Service Level s can be monitored according to the defined SLA resolution times, to produce statistics for Key Performance Indicator analysis.

Key features:

- ✓ Incident Management
- ✓ Problem Management
- ✓ End User Self Service
- ✓ E-mail integration
- ✓ Custom Reports
- ✓ CMDB Integration
- ✓ Flexible SLA definition
- ✓ Service Portfolio Mgmt
- ✓ Multi-level categorisation
- ✓ Auto notification
- ✓ Knowledge Management
- ✓ Dashboard builder
- ✓ Request Fulfilment
- ✓ Custom Workflows
- ✓ Calendar + Reminders
- ✓ Escalation

Canfigure is a 100% web-based application that can be installed on your internal network, or accessed via our secure cloud infrastructure. Visit <http://www.canfigure.net> for more information and to register your interest!