



servicecore
SERVICE MANAGEMENT SUITE

DIGITAL IT & ENTERPRISE SERVICE MANAGEMENT SUITE

Enterprise Service Management Software



Modernize your service management system with our easy to use and simple-to-configure solution.



servicecore
SERVICE MANAGEMENT SUITE



Görevler



Çağrılar



Olaylar



Problemler



İstekler



Katalog



Değişiklikler



KB



SI



CMDB ...



+ Yeni



Gösterge Paneli »

+ Yeni Panel Ekle

Paneli Temizle

Açık İstekler

16

Gecikmiş Kayıtlarım

2

Açık Kayıtlar

11

Bugün Tarihli

0

Açık Kayıtlarım

2

Geciken İşler

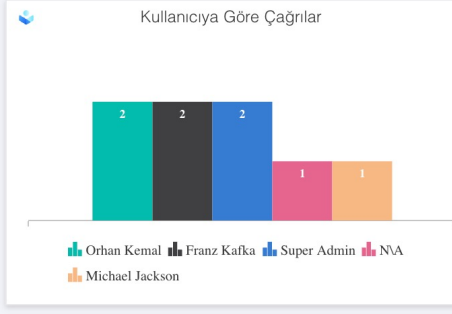
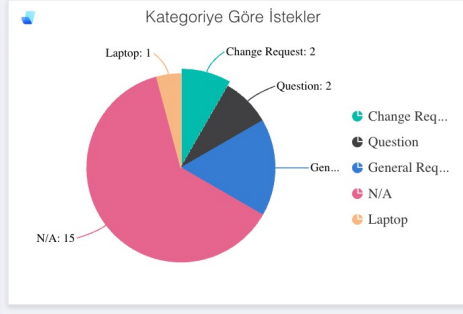
8

Atanmayan Kayıtlar

Email is not working properly.
2022-02-24T10:00:46.55

How can i order my business card.
2022-02-24T10:00:48.993

Printer sorunu
2022-03-25T15:54:46.207

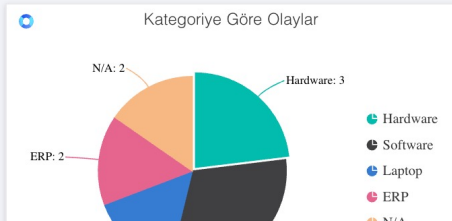


Açık Kayıtlarım

Email is not working properly.
2022-02-24T10:00:46.55

How can i order my business card.
2022-02-24T10:00:48.993

Printer sorunu
2022-03-25T15:54:46.207

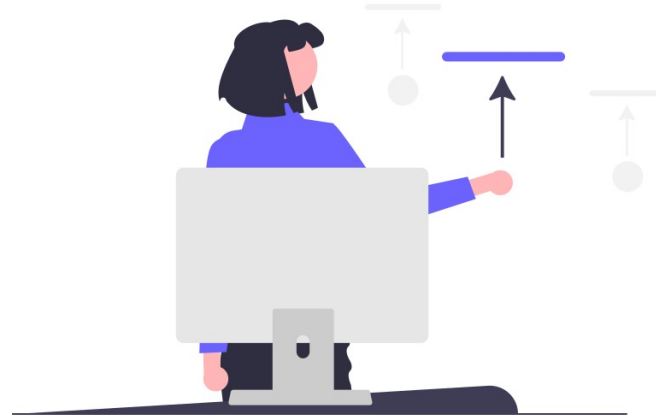




ENTERPRISE SERVICE MANAGEMENT



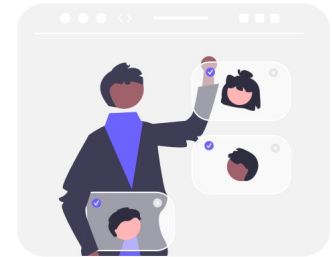
PROJECT & PORTFOLIO MANAGEMENT



IT SERVICE MANAGEMENT
ENTERPRISE & MSP SOLUTIONS



PROFESSIONAL SERVICES AUTOMATION



WORKFORCE & TASK MANAGEMENT





100+

Active Installations



60.000+

Active Users



300.000+

Monthly Records



200.000+

Assets Managed



10+

New Setup Per Month



320%

Growth Rate



100+

Integrations



40+

Modules

THE FUTURE IS BUILT ON ITIL



The digital infrastructure of
our world is founded on ITIL®.
And so is everything to come.

ITIL 4 – Welcome to the future.
built-on-til.com



ITIL4 GENERAL MANAGEMENT PRACTICES

Architecture management

Continual improvement

Information security management

Knowledge management

Measurement and reporting

Organizational change management

Portfolio management

Project management

Relationship management

Risk management

Service financial management

Strategy management

Supplier management

Workforce and talent management

ITIL4 SERVICE MANAGEMENT PRACTICES

Availability management

Business analysis

Capacity and performance management

Change enablement

Incident management

IT asset management

Monitoring and event management

Problem management

Release management

Service catalogue management

Service configuration management

Service continuity management

Service design

Service desk

Service level management

Service request management

Service validation and testing

ITIL4 TECHNICAL MANAGEMENT PRACTICES

Deployment management

Infra and platform management

Software development & management



servicecore

IS BUILT ON



ITIL4 GENERAL MANAGEMENT PRACTICES

Architecture management

Continual improvement

Information security management

Knowledge management

Measurement and reporting

Organizational change management

Portfolio management

Project management

Relationship management

Risk management

Service financial management

Strategy management

Supplier management

Workforce and talent man.

ITIL4 SERVICE MANAGEMENT PRACTICES

Availability management

Business analysis

Capacity and performance man.

Change enablement

Incident management

IT asset management

Monitoring and event management

Problem management

Release management

Service catalogue management

Service configuration management

Service continuity management

Service design

Service desk

Service level management

Service request management

Service validation and testing

ITIL4 TECHNICAL MANAGEMENT PRACTICES

Deployment management

Infra and platform management

Software development & man.



servicecore

IS BUILT ON





Service Desk

Modern user interfaces and seamless usage comfort provides best user experience for service desk practices.



Interaction Management

Initial relationship and communication layer as a SPOC and first line pool for service desk agents for good communication and redirection.



Incident Management

Manage all incidents of your services. Using prioritization, classification, solutions, task management, worklog inputs, SLA conditions, sharing, automatic notifications..



Problem Management

Proactively manage problems using detailed analysis and workaround functionalities and handle problems easily with this productive module



Request Management

Manage user requests by using advanced request automation functionalities based on rules engine, workflows, task automation and catalog integrations.



Change Management

Change enablement is easy and fast with modern ITIL4 change enablement practices that you never see on any products before.





Asset Management

Manage all assets life cycle with enterprise discovery capabilities. Modernize your asset tracking process with this module.



Configuration Management

Service configuration management will not be a complex problem after discovering this modern CMDB module that you'll really love.



Service Catalog Management

Predefined service structures for fast service delivery. Easy to manage both service and technical catalogs with this modern catalog management module.



Service Level Management

Highly customizable and advanced SLA automation capabilities delivered by enterprise class prioritization rule engine thats invented by our developers.



Knowledge Management

Service Knowledge Management System enables easy to find and relate resolutions and articles for both agents and users.



Self Service Portal

Portal for users of your services providing self help and tracking their incidents, requests, changes, assets and all interactions with your support teams.





Service Automation

Automate service management tasks across all service management processes with advanced automation engine..



Service Analytics

Enhance overall management capabilities of your service managers with our ready to use and easy to build reports engine.



Service Dashboards

Modern management dashboards are mandatory for every manager today. Our modern and customizable dashboards provide insights to all levels of managers.



Continual Improvement

Main methodology of ITIL4 implementation is Continual Improvement and so it's naturally included in our ITSM software.



Project Management

With ITIL4, the project management process has become a natural part of ITSM and a mandatory practice.



Task Management

Consolidated task management and central coordination of all tasks through processes to proactively manage performance and resources.



Easy to set up and use

Modern intuitive interfaces to manage every process easily.

Servicecore modern and intuitive UI requires minimal to no training, and is customizable to IT and non-IT needs.

Seamless service and process management experience designed by service management experts for service managers.

The screenshot displays the Servicecore Incidents management interface. At the top, there's a navigation bar with 'Home' and 'Incidents' links, and a '+ New Incident' button. The main area shows a list of incidents, each with a title, description, status, priority, category, and assigned/unassigned status. The incidents are as follows:

Incident ID	Title	Description	Status	Priority	Category	Assigned To	Requester
#INC9	Change my car's tyre	My email account isn't working. Please help...	Open	Low	Hardware	Unassigned	Jack Bauer
#INC8	Where is my cell phone	I am currently working on a project which deals with an ERP system I created the bot and tested it L.	Assigned	Low	Hardware	Unassigned	Jack Bauer
#INC6	I would like to sync my email with my Playstation	I am currently working on a project which deals with an ERP system I created the bot and tested it L.	Waiting for Customer	Low	Software	Unassigned	Jack Bauer
#INC5	I can't play Solitaire.	I am currently working on a project which deals with an ERP system I created the bot and tested it L.	On Hold	Low	Software	Unassigned	Jack Bauer
#INC4	Air condition always works in cold state.	I am currently working on a project which deals with an ERP system I created the bot and tested it L.	Open	Low	Hardware	Unassigned	Jack Bauer
#INC3	Printer is printing blurry.	I am currently working on a project which deals with an ERP system I created the bot and tested it L.	Assigned	Low	Hardware	Unassigned	Jack Bauer
#INC2	I cant use my vpn software	I am currently working on a project which deals with an ERP system I created the bot and tested it L.	Open	Low	Software	Unassigned	Jack Bauer
#INC1	Email is not working properly						

On the right side, there is a 'Control Panel' with various filters and search options:

- Order By: Created Date
- Status: Choose
- Search By Subject: Type to search
- Search For Requesters: Type to search
- Filter By View: Choose
- Search For Assignee: Choose
- Created Date: dd/mm/yyyy
- Departments: Choose
- Groups: Choose
- Source: Choose
- Category: Choose



Home >> Incidents > Details

0 Agent works on incident

#INC6 I would like to sync my email with my Playstation

Close

Associations

More Actions

Merge

Link

Share

Print

Cancel

Delete

Archive

Add Attachment

Reply

Forward

Add Note

Add Task

Add Worklog

Add Solution

Add Association

00:00:00

🔗

★

🔒

<

>

Details (0)

Tasks (0)

Worklogs (0)

Solutions (0)

Associations (0)

Links (0)

Assets (0)

History (2)

I would like to sync my email with my Playstation

I am currently working on a project which deals with an ERP system I created the bot and tested it its working fine when running it from studio but after p om there the ERP application crashes. I can't find any reasons as to why the application crashes when running it from robot tray??? I really appreciate ev

Attachments

Add File(s)

jpg macbook proj.jpg

Conversations

☒ Notes
 ☒ Email
 ☒ System

Forward

Reply

Add Note

Fast Close

Details

Subject	I would like to sync my email with my Playstation	Priority	Low
Status	Waiting for Customer	Urgency	----
Via	Phone	Agent Group	----

Summary

Properties

Subject

I would like to sync my email with my Playstation

Priority

Low

Status

Waiting for Customer

Urgency

Choose

Via

Phone

Group

Choose

Agent

Super Admin

Impact

Choose

Category

Software

Ticket_IncidentOrgUserend

Jack Bauer

Ticket_IncidentResolutionDate

dd/mm/yyyy

Ticket_IncidentTargetResponseDate

dd/mm/yyyy

Ticket_IncidentTargetResolutionDate

dd/mm/yyyy

Easy to use and manage

Details for effective management

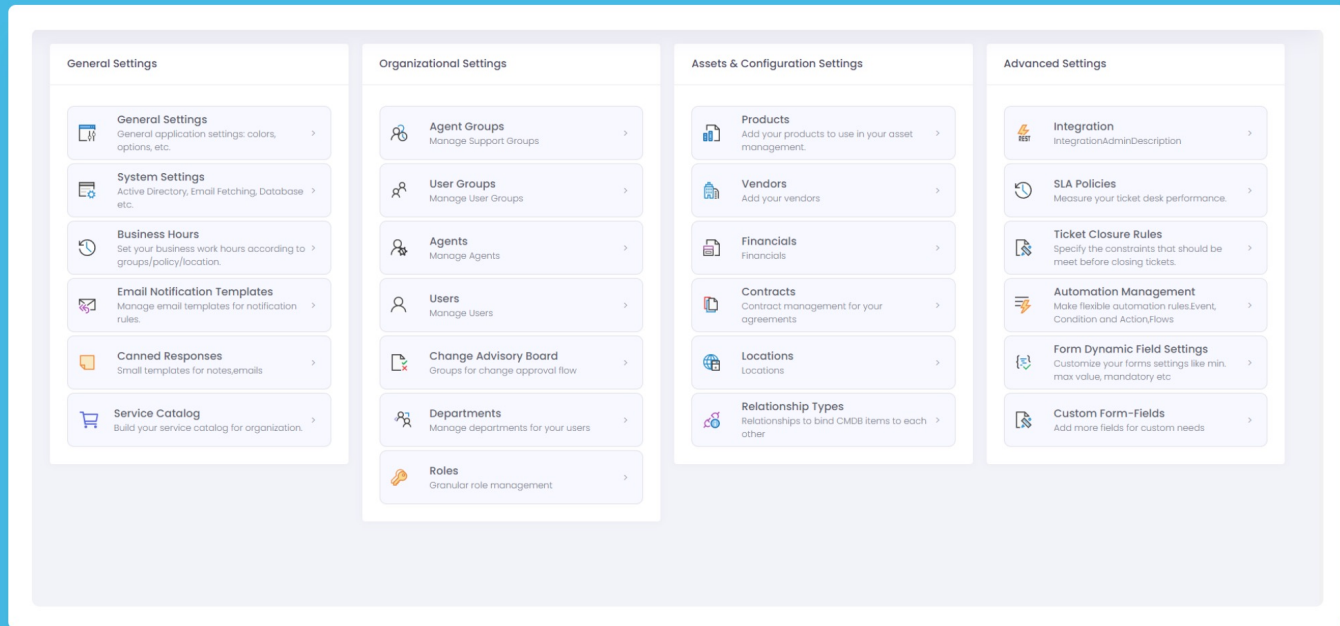
In each module you'll find easy to use details for effective management. As a technician you can find every detail that you need to manage your tickets.



Customization via admin panel

Advanced management capabilities.

Management of every details can be easily operated backend administration functions. Deep dive customization can be performed with no code advanced setup screens.



Customer Support and Service Center

AskQuestion



New Incident



New Request



New CI



Knowledge Base

My Tickets

☒ Interaction ☒ Incident ☒ Request ☒ ContinualImprovement ☒ Shared With Me

#INC4 Printer Problem

Created Date : 29.05.2021 08:57:02
Status : Open

+ Add Note

#SR9 : Super Admin - Headset

Created Date :
Status : Open

+ Add Note

#CI8 SW Improvement suggestion

Created Date : 29.05.2021 08:57:55
Status : Open

Company Announcements

Planned Downtime

18.07.2021 Maintenance Down Time

My Assets



Lenovo Thinkpad Laptop
SN: 3401010101



Samsung Galaxy Tablet A 10
Tablet
SN: 5632321

User friendly portal

Gateway to service experience

End users and customers can reach all their service interactions, incidents, requests and knowledge base via self service portal.



<input type="checkbox"/>	Select All	Actions		<input type="text"/>	Sort By	
<input type="checkbox"/>	#INT1 Open	Jack Bauer Email Issue... My email account isn't working. Please help...				
<input type="checkbox"/>	#INT2 Open	Jack Bauer My Email is not working what do i do?... Crm plugging prevents to open outlook...				
<input type="checkbox"/>	#INT3 Open	Michael Adley How can i order my business card... I'm just onboarding to the company. where is the request portal?...				
<input type="checkbox"/>	#INT4 Open	Tom Brown Antivirus is crashing... Antivirus is crashing why...				
<input type="checkbox"/>	#INT5 Open	William Avery How can i order my business card... My email account isn't working. Please help...				
<input type="checkbox"/>	#INT6 Open	Michael Adley CRM Plugin Issue... Crm plugging prevents to open outlook...				
<input type="checkbox"/>	#INT7 Open	Tom Brown Antivirus is crashing... I'm just onboarding to the company. where is the request portal?...				
<input type="checkbox"/>	#INT8 Open	Michael Adley Virus Problem... Antivirus is crashing why...				

Single Point of Contact

Service Desk & Interaction Management

Initial relationship and communication layer as a SPOC and first line pool for service desk agents for good communication and redirection.

Details →

Modern Incident Management

Servicecore modern and intuitive UI requires minimal to no training, and is customizable to IT and non-IT needs.

Seamless incident management experience designed by service management experts for service management teams.

The screenshot displays the Servicecore incident management interface. The top navigation bar includes links for Home, Interactions, Incidents, Requests, Problems, Changes, Knowledge, Assets, and Admin. The main content area shows a list of incidents, each with a status icon, ID, title, description, assignee, requester, priority, category, and due date. The incidents listed are:

- #INC8: Emails are not delivered to customers. Problem while sending emails to clients. Assignee: Mark Daniel, Requester: Michael Adley, Priority: Medium, Category: Uncategorized, Due Date: 04 Apr / 00:00.
- #INC7: Keyboard is not working. Some buttons are not working on my keyboard. Assignee: Samantha Hudson, Requester: Jack Bauer, Priority: Low, Category: Uncategorized, Due Date: 03 Mar / 00:00.
- #INC6: Access denied when I need to open folder. Shared folder of my department is not responding. Assignee: John Roberts, Requester: Michael Adley, Priority: Medium, Category: Uncategorized, Due Date: 06 Mar / 00:00.
- #INC4: Software screen resolution issue. Some buttons are seems bigger than normal. Assignee: Michael Specter, Requester: William Avery, Priority: Urgent, Category: Uncategorized, Due Date: 03 Jun / 00:00.
- #INC3: Printer is printing blurry. Printing reports I have problem with paper. Assignee: Samantha Hudson, Requester: Tom Brown, Priority: High, Category: Uncategorized, Due Date: 03 Mar / 00:00.
- #INC2: I cant use my vpn software. Connection refused when I try to login. Assignee: John Roberts, Requester: Michael Adley, Priority: Medium, Category: Uncategorized, Due Date: 06 Mar / 00:00.
- #INC1: Email is not working properly. Not receiving emails on my mobile phone. Assignee: Mark Daniel, Requester: Jack Bauer, Priority: Low, Category: Uncategorized, Due Date: 05 Mar / 00:00.

The right sidebar contains a Control Panel with various filters and search options:

- Order By: Created Date
- Status: Choose
- Search By Subject: Type to search
- Search For Requesters: Type to search
- Filter By View: Choose
- Search For Assignee: Choose
- Created Date: gg-aa-yyyy
- Departments: Choose
- Groups: Choose
- Source: Choose
- Category: Choose



AUTO TICKETING

Converting emails automatically to interactions.

CONTROL PANEL

All records are under your control with fast filtering and listing panel

CUSTOM FILTERS

Get the look you want with easily customizable filters

BULK ACTIONS

Save time with fast update feature of records in bulk

FAST DENY

Irrelevant and unofficial demands can be denied with one click

CONVERSATIONS

All communications with users can be handled and recorded as conversations

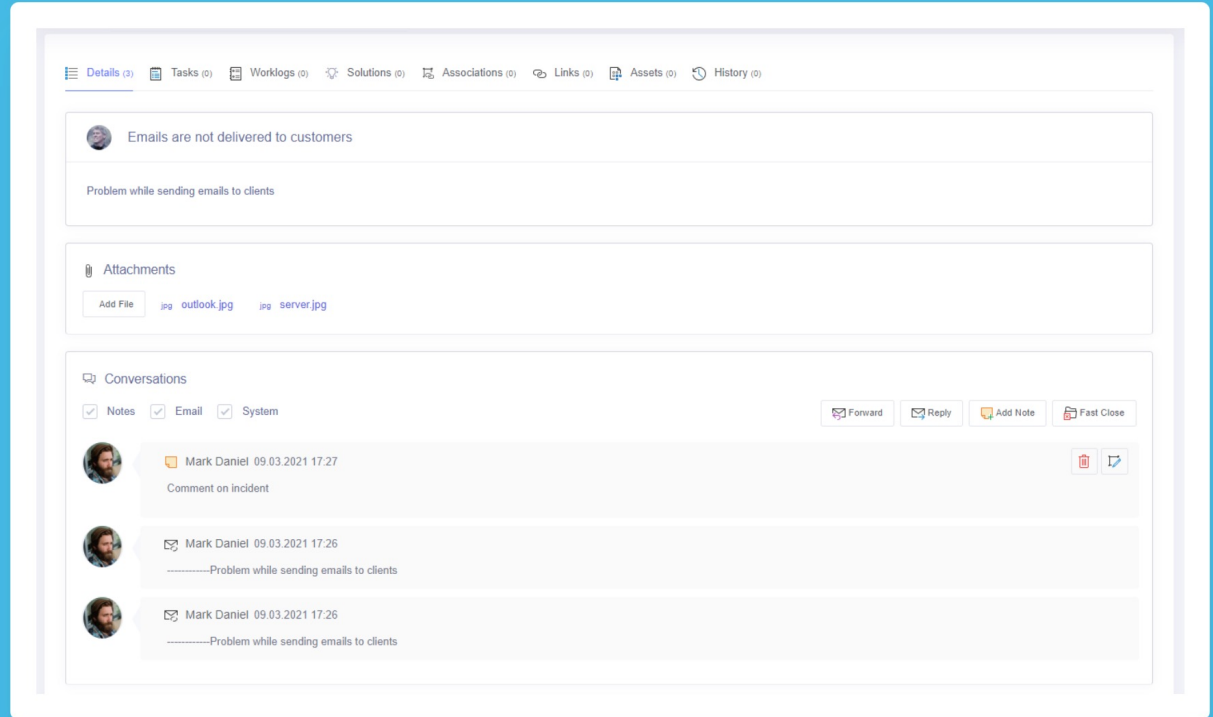


Conversations Inbox Management

All internal and external correspondence, all necessary calls to eliminate interruptions are collected on a single screen.

In this way, all written communications of all relevant stakeholders can be sorted back to old.

You can follow the works based on inbox management without losing any correspondence.




Task Coordination

In order for Incident to be solved, the necessary tasks must be completed.

Every outage requires the support and participation of different technical teams.

Job tracking required for the coordination of different tasks can be done with this module.

#INC8  Emails are not delivered to customers

Close Associations More Actions

Details (3) Tasks (7) Worklogs (0) Solutions (0) Associations (0) Links (0) Assets (0) History (0)

+ Add Task

Active Tasks (5) Completed Tasks (2)

Title	Agent	Notify	Start	Stop	Priority	Actions			
Task 1	Mark Daniel		09.03.2021 17:30	09.03.2021 17:30	Low	Worklog (0)			
Task 2	John Roberts		09.03.2021 17:31	09.03.2021 17:31	Medium	Worklog (0)			
Task 3	Samantha Hudson		09.03.2021 17:31	09.03.2021 17:31	Low	Worklog (0)			
Task 4	Michael Specter		09.03.2021 17:32	09.03.2021 17:32	Medium	Worklog (0)			
Task 5	Clare White		09.03.2021 17:32	09.03.2021 17:32	Low	Worklog (0)			



Modern incident management for rapid response and solution of interruptions as it is strongly defined on "deliver and support" stage of Service Value System of ITIL4.

AUTO INCIDENT CREATION

Save time with auto converting events, interactions and emails automatically to incidents.

CONTROL PANEL

All records are under your control with fast filtering and listing panel. Also quick edit and update via control panel.

LINK and MERGE

It is possible to merge duplicate incident records. Logical connections of interconnected incidents can also be linked via Link function.

SHARE INCIDENTS

Share incidents with users and technicians for collaboration while working on same incident as team

INTEGRATIONS

Native integration with Event, Interaction, Problem, Change and Asset modules.

CONVERSATIONS

All communications with users can be handled and recorded as conversations



The screenshot displays the Servicecore Problem Management interface. The top navigation bar includes links for Interactions, Incidents, Requests, Problems (active), Changes, Knowledge, Assets, and Admin. The main content area shows a list of problems with details such as ID, title, status, assignee, requester, priority, category, and resolution status.

Problem ID	Title	Status	Assignee	Requester	Priority	Category	Resolution
#PRB1	Cloud Services are too slow.	Open	Mark Daniel	Jack Bauer	Low	Software	Unassigned
#PRB2	Repeating error on finance modules	Resolved	John Roberts	Michael Adley	Medium	Software	Unassigned
#PRB3	Low bandwidth warning arises frequently	Closed	Samantha Hudson	Tom Brown	High	Hardware	Unassigned
#PRB4	Disk size issue on servers	Open	Michael Specter	William Avery	Medium	Hardware	Unassigned
#PRB5	Battery problem on laptops	Unassigned	Michael Specter	Tom Brown	Medium	Laptop	Unassigned
#PRB6	Slow network warning	Resolved	Samantha Hudson	James Harper	Medium	Hardware	Unassigned
#PRB7	Security issues on client agent	Closed	John Roberts	Michael Adley	High	Hardware	Unassigned

The right sidebar contains a 'Control Panel' with various filters and actions:

- Order By:** Problemid
- Status:** Choose
- Search By Subject:** Type..
- Search For Requester:** Type..
- Filter By View:** Choose one of the following
- Search For Assignee:** Choose
- Created Date:** gg.aa.yyyy
- Departments:** Choose
- Groups:** Choose
- Category:** Choose

Additional links in the sidebar include: My Profile, My Tasks, My Interactions, My Incidents, My Problems, My Requests, My Changes, My Assets, Log Out, and Support.

Problem Definition, Control and Error Control

Problem Management

Problem Management will be very easy for you to manage with our easy to use management panels.

Details →



Fullfill Requests Easily and Digitally

Request Management

Easy to use and set up

Servicecore modern and intuitive UI requires minimal to no training, and is customizable to IT and non-IT needs. Seamless incident management experience designed by ITSM experts for IT experts.

Details →

The screenshot displays the Servicecore Request Management interface. The top navigation bar includes the Servicecore logo, a home icon, and tabs for Interactions, Incidents, Requests, Problems, Changes, Knowledge, Assets, and Admin. A search bar with a magnifying glass icon and a '+ New' button is on the right, along with a user profile for Mark Daniel. Below the navigation bar, the breadcrumb trail reads 'Dashboard >> Service Requests'. A '+ Add New Request' button is located in the top right corner of the main content area.

The main content area displays a list of requests, each with a status icon, a title, a date, and a list of assignees and requesters. The requests are as follows:

Status	Title	Date	Assignee	Requester	Priority	Category	Due Date
SR2 Fulfilled	Mobile Phone Request	14.02.2021 04:02:56	John Roberts	Michael Adley	High	Laptop	14 Feb / 16:02
SR1 Open	Personel Computer Request	14.02.2021 04:02:56	Mark Daniel	Jack Bauer	Medium	Hardware	14 Feb / 16:02
SR8 Closed	Software Installation Request	2 dayAgo	John Roberts	Michael Adley	Medium	Software	14 Feb / 16:02
SR7 Fulfilled	Access Right for Manager	2 dayAgo	Mark Daniel	Jack Bauer	Urgent	Laptop	14 Feb / 16:02
SR6 Open	Bakcup Local System Request	2 dayAgo	Samantha Hudson	James Harper	High	Hardware	14 Feb / 16:02
SR5 Fulfilled	Creation of New User	2 dayAgo	John Roberts	William Avery	Medium	Software	14 Feb / 16:02
SR4 Merged	New Employee Onboard	2 dayAgo	Mark Daniel	Tom Brown	Low	Laptop	14 Feb / 16:02

The right sidebar contains a 'Control Panel' section with the following controls:

- Order By: Request Date (dropdown)
- State: Choose (dropdown)
- Status: Choose (dropdown)
- Search By Subject: Type to search (input)
- Search For Requesters: Type to search (input)
- Filter By View: Choose (dropdown)
- Search For Assignee: Choose (dropdown)
- Created Date: gg.aa.yyyy (input) X
- Departments: Choose (dropdown)
- Groups: Choose (dropdown)



Change »

+ New Change

#CHC7	OS Migration Migration for client OS version...	Assignee Mark Daniel	Requester Jack Bauer	Low	Hardware	Unassigned
#CHC6	Fix for Mobile Devices MDM auto updates for iPhone 8 and above...	Assignee Mark Daniel	Requester Michael Adley	Low	Laptop	Unassigned
#CHC5	ERP Module Upgrade New modules will be installed and configured...	Assignee Michael Specter	Requester Tom Brown	High	Network	Unassigned
#CHC4	Client Patches Patches for client EPS...	Assignee Mark Daniel	Requester Jack Bauer	Medium	ERP	Unassigned
#CHC3	Patch For Security Security urgent patches needs to be applied...	Assignee Michael Specter	Requester William Avery	High	Hardware	Unassigned
#CHC2	Server Upgrade Server maintenance works...	Assignee Mark Daniel	Requester Tom Brown	Medium	Software	Unassigned
#CHC1	Firewall Replacement New Firewall cluster will be installed and gw should be change in related devices...	Assignee Michael Specter	Requester Jack Bauer	Low	Laptop	Unassigned

Control Panel

Order By

TicketId

Status

Choose

Search By Subject

Type to search

Search For Requesters

Type to search

Filter By View

Choose one of the following...

Search For Assignee

Choose

Created Date

gg.aa.yyyy

Departments

Choose

Groups

Choose

Category

Change Enablement Full ITIL4
Compliant

Change Management

Change Management will be very easy for you to manage with our easy to use management panels.

Details →



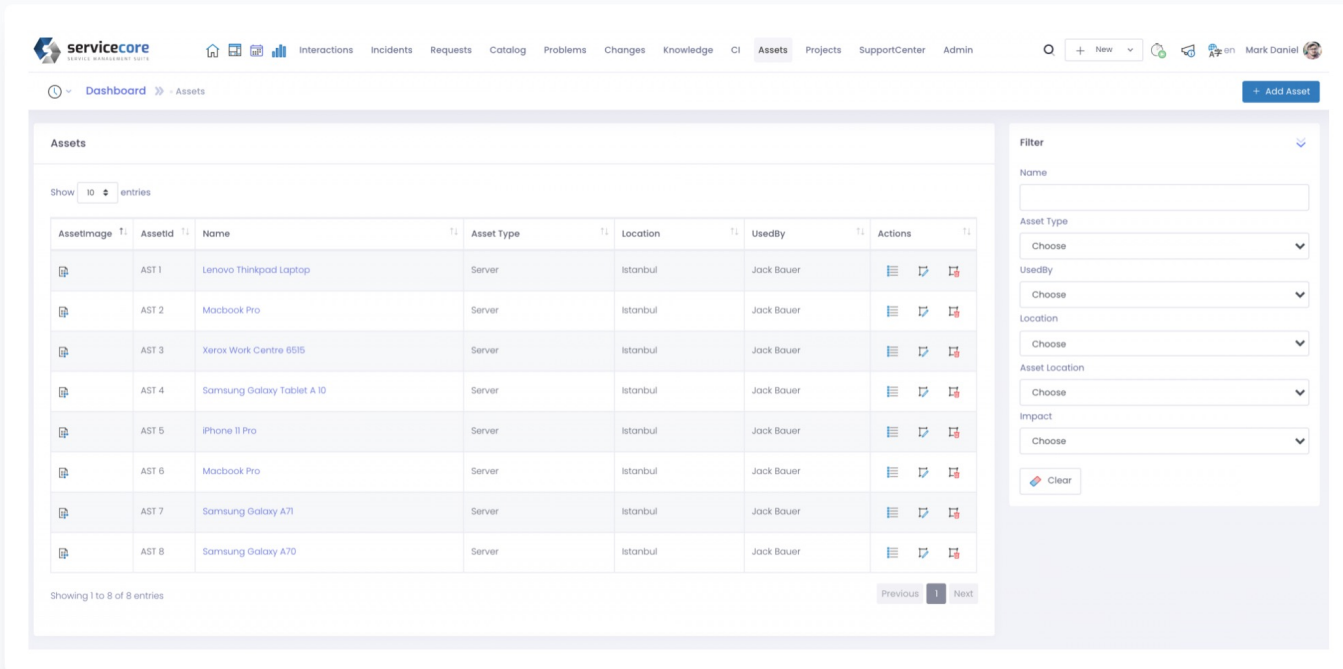
Manage Entire Asset LifeCycle

Asset Management

Manage all assets life cycle with enterprise discovery capabilities. Modernize your asset tracking process with this module.

Track assets throughout all processes with this module, which is integrated with the Incident, Problem, Request, Change and Configuration management processes.

Details →



The screenshot displays the ServiceCore Asset Management interface. The top navigation bar includes the ServiceCore logo and various menu items: Interactions, Incidents, Requests, Catalog, Problems, Changes, Knowledge, CI, Assets (selected), Projects, SupportCenter, and Admin. A search bar and a '+ New' button are also present. The main content area is titled 'Assets' and shows a table of assets. The table has columns for AssetImage, Assetid, Name, Asset Type, Location, UsedBy, and Actions. There are 8 entries listed, all with 'Server' as the Asset Type and 'Istanbul' as the Location. A filter sidebar on the right allows filtering by Name, Asset Type, UsedBy, Location, Asset Location, and Impact. The bottom of the table shows 'Showing 1 to 8 of 8 entries' and navigation buttons for Previous, 1, and Next.

AssetImage	Assetid	Name	Asset Type	Location	UsedBy	Actions
	AST 1	Lenovo Thinkpad Laptop	Server	Istanbul	Jack Bauer	
	AST 2	Macbook Pro	Server	Istanbul	Jack Bauer	
	AST 3	Xerox Work Centre 6515	Server	Istanbul	Jack Bauer	
	AST 4	Samsung Galaxy Tablet A 10	Server	Istanbul	Jack Bauer	
	AST 5	iPhone 11 Pro	Server	Istanbul	Jack Bauer	
	AST 6	Macbook Pro	Server	Istanbul	Jack Bauer	
	AST 7	Samsung Galaxy A71	Server	Istanbul	Jack Bauer	
	AST 8	Samsung Galaxy A70	Server	Istanbul	Jack Bauer	



Service Request »

+ Add New Item

Service Categories

- Service Tree L2
- Laptop L2
 - Macbook Pro
 - Win Laptop
- Onboarding L2
- Business Card
- Company Agenda
- Mobile Phone L2
 - GSM Card
- Subscription L2
 - Ebook Subscription
 - Email Account
 - Mobile Subscription
- E-Learning Subscription L2
- IMS Service
- App Installation L2
 - Antivirus Sw
 - VPN Installation
 - User VPN Account
 - VPN Update
 - VPN Installation

New Email Account



Request This

Details

New Onboarding



Request This

Details

Backup Request



Request This

Details

Headset



Request This

Details

Laptop



Request This

Details

Desktop Printer



Request This

Details

Laser Mouse



Request This

Details

Monitor



Request This

Details

Laser Printer



Request This

Details

Mobile Phone



Request This

Details

Personel Computer



Request This

Details

Server Request



Request This

Details

Request and Technical Catalogs

Service Catalog Management

Predefined service structures for fast service delivery. Easy to manage both service and technical catalogs with this modern catalog management module.

Details →



Service Level Management

Highly customizable and advanced SLA automation capabilities delivered by enterprise class prioritization rule engine that's invented by our developers.

Details →

Servicecore

Interactions Incidents Requests Problems Changes Knowledge Assets Admin

Settings » Service Level Aggrement

Show 25 entries

Search:

Name	Description	Order	Actions
Default Sla Policy	Default Policy	1	

Service Level Management

For each incident and service categories there may be SLAs defined separately. For the performance tracking and duration automatic set, there should be SLAs predefined.

SLA Policies

Name: End User SLA

Description: End User SLA

Priority	Respond	Resolve	Bus/Cal
Urgent	15 Mins	60 Mins	
High	30 Mins	120 Mins	
Medium	45 Mins	240 Mins	
Low	60 Mins	480 Mins	

Respond Violation Escalation

Resolve Violation Escalation

SLA Condition

Respond Violation Escalation

Instantly

Agents

Mark Daniel John Roberts Samantha Hudson

Resolve Violation Escalation

SLA Condition

Respond Violation Escalation

Resolve Violation Escalation

SLA Condition

AND OR

Delete

Knowledge Base

+ New KB

Knowledge Base

IsApproved
true

+ Add New KB



#KB1 How to use VPN software to work remotely.

VPN Usage

Created By Created On 14.02.2021 14:22



214

Approved

Settings



#KB3 How to setup Email accounts on your mobile

Email for Mobile Devices

Created By Created On 14.02.2021 14:22



1140

Approved

Settings



#KB4 Set your picture for enterprise wide application

Set your picture on profile

Created By Created On 14.02.2021 14:22



1140

Approved

Settings



#KB2 How to use Outlook CRM Plugin

Outlook Plugin Usage

Created By Created On 14.02.2021 14:22



1959

Approved

Settings

Filter Panel

KB NO

Subject

Short Summary

ViewCount

MinToMax

Approved Status

Approved

Agents

Choose

Filter Panel

Choose

SKMS and Knowledge Base

Knowledge Management

Service Knowledge Management System enables easy to find and relate resolutions and articles for both agents and users.

Details →



Business Automation Rule

Manage automation rules.

Auto Redirect Tickets

Ticket Redirection Rules for IT

Step 1

Ticket Category:

Incident

1. When this happens:

Ticket has not been updated for 30 minute

Step 2

Scope:

ConditionsMatchTypeAll

Conditions:

Due date

is

set

Assigned Agent

is

'out of office'

Add Condition

Step 3

Actions:

Move to category

(select category or section)

Please specify category or section

Add this reply to the ticket

Redirection of your ticket has been started

Add Time Spent

5

minutes

Add Actions

Step 4

Else Actions

Assign ticket to:

Mark Daniel

Add More Actions

Save rule

Service Automation Rules Engine

Service Automation

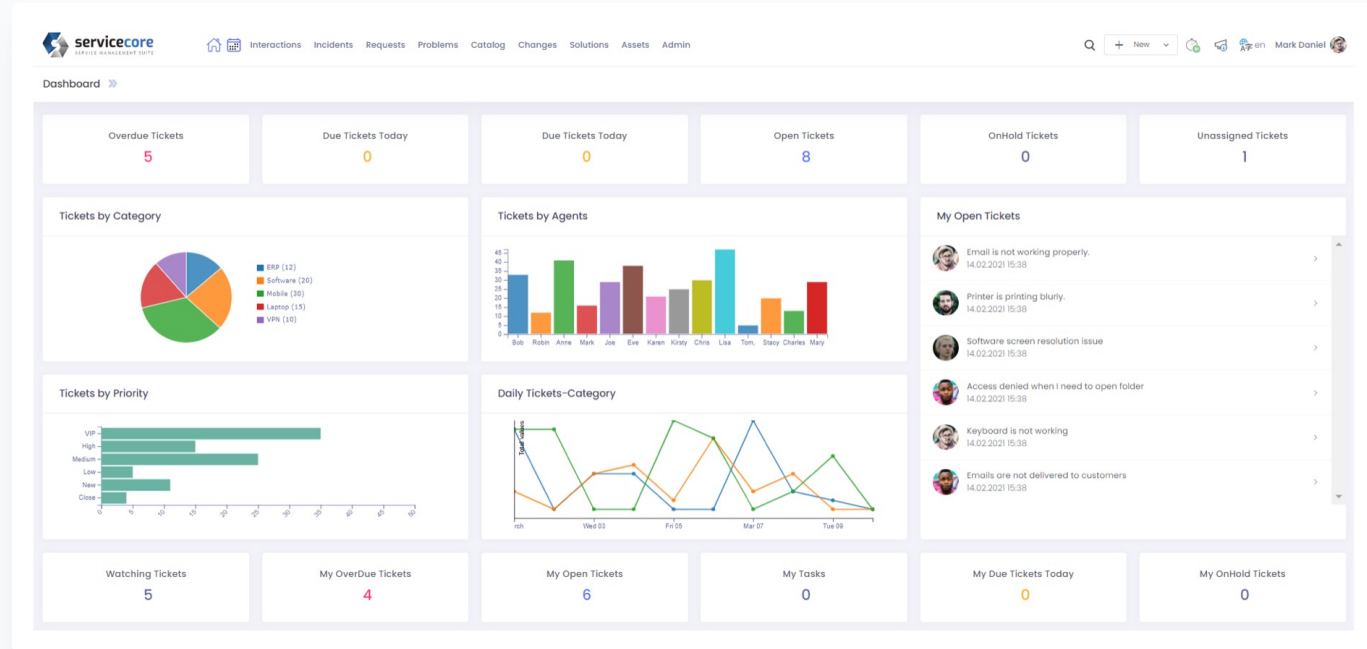
Automate service management tasks accroos all service management procesess with advanced automations engine that we call as (SARE- Service Automation Rules Engine)

[Details](#) →

Service Dashboards


Modern management dashboards are mandatory for every manager today. Our modern and customizable dashboards provides insights to all levels of managers.

Details →





Settings »

General Settings

 **General Settings**
General application settings: colors, options, etc.

 **System Settings**
General system configurations

 **Business Hours**
Business work hours settings

 **Email Notification Templates**
Manage email templates

 **Ticket Templates**
Ticket Template Settings

 **Canned Responses**
Email templates for notes, emails


 **Service Catalog**
Build your service catalog


Organizational Settings

 **Agent Groups**
Manage Support Groups


 **User Groups**
Manage User Groups

 **Agents**
Manage Agents


 **Users**
Manage Users

 **Change Advisory Board**
Groups for change approval flow

 **Departments**
Manage departments for your users

 **Roles**
Roles management


Assets Configuration Settings

 **Products**
Asset management settings

 **Vendors**
Manage your vendor settings in this module

 **Financials**
Financials


 **Contracts**
Management of agreements


 **Locations**
Manage location setting here

 **Relationship Types**
CMDB Relationship Settings


 **CI Types**
CI Types Admin Description coming soon


Advanced Settings

 **Integrations**
External platform integrations


 **SLA Policies**
Measure your ticket desk performance.

 **Ticket Closure Rules**
Rules for closing tickets.

 **Automation Management**
Make flexible automation rules. Event, Condition and

 **Form Dynamic Field Settings**
Customize your forms settings like min, max value, etc.

 **Custom Form-Fields**
Add more fields for custom needs

 **Global Status**
Global Status Settings

Advanced Management Capabilities

Administration

You can easily make all configurations on your own from the admin panel equipped with advanced management options.



CI Automation as ITSM Major Practice

Continual Improvement

Continuous improvement is the first step in implementing ITSM. As the most important ITIL practice, CI is the precursor to all processes, as well as the assurance of the quality of other ITSM processes and services in organizations. Servicecore CI module has been developed in full compliance with ITIL4.

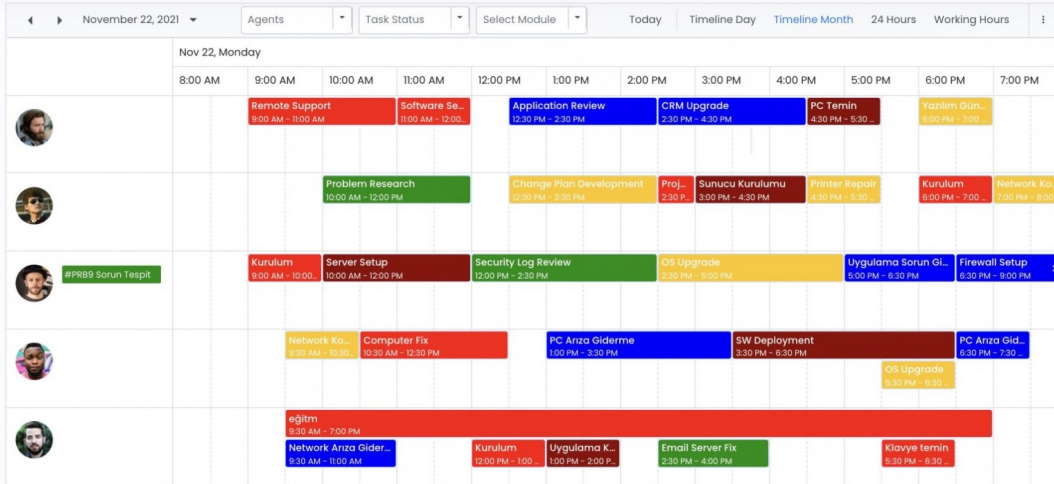
Details →

The screenshot displays the Servicecore CI module dashboard. The top navigation bar includes the Servicecore logo, a home icon, and various menu items: Interactions, Incidents, Requests, Catalog, Problems, Changes, Knowledge, CI (selected), Assets, Projects, SupportCenter, and Admin. A search bar and a '+ New' button are also present. The main content area is titled 'Dashboard' and 'Continual Improvements'. It lists seven improvement initiatives, each with a status icon, ID, title, description, assignee, requester, priority, category, and due date.

ID	Title	Description	Assignee	Requester	Priority	Category	Due Date
#C17	Voice quality issues and new headsets	Headsets are not very satisfactory and sound quality should be increased for call center agents llll.	Mark Daniel	William Avery	Low	Improvement	No Date
#C16	Online video conference tools	Improvement initiative for video conference tools and productivity apps implementation..	Mark Daniel	Tom Brown	Low	Hardware	No Date
#C15	Portal customization for internal user HR requests	Improvement initiative for HR app user interfaces and new features implementation..	Mark Daniel	Michael Adley	Low	Hardware	No Date
#C14	Using SIEM for log management	Improvement initiative for security and event log management implementation..	Mark Daniel	Jack Bauer	Low	Hardware	No Date
#C13	Faster wifi connection	Improvement initiative for network bandwidth optimization and new tool implementation..	Mark Daniel	Tom Brown	Low	Hardware	No Date
#C12	New BPM software for process mining	Process analysis initiative for company activities requires a PM tool implementation..	Mark Daniel	Michael Adley	Low	Hardware	No Date
#C11	New Customer Mobile App Development	Sales support tool and customer mobile commerce enhancement..	Mark Daniel	Jack Bauer	Low	Hardware	No Date

The right sidebar contains a 'Control Panel' with filters for 'Order By' (Created Date), 'Status' (Choose), 'Search By Subject' (Type to search), 'Search For Requesters' (Type to search), 'Search For Assignee' (Choose), 'Departments' (Choose), 'Groups' (Choose), 'Category' (Choose), and 'Deleted' (Deleted, Archived) checkboxes. A 'Clear' button is at the bottom.





Module Based Color Indicators for Tasks

Agent Incident Request Problem Change

Task Queue

Computer Fix
#SR0 From Service Request Modu...

Network Konfigürasyon Güncel...
#CH48 From Change Module
Ordered By: Super Admin

OS Upgrade
#CH48 From Change Module
Ordered By: Super Admin

Network Konfigürasyon Güncel...
#CH48 From Change Module
Ordered By: Super Admin

OS Upgrade
#CH48 From Change Module
Ordered By: Super Admin

Yazılım Güncelleme
#CH48 From Change Module
Ordered By: Super Admin

Test çalışması
#CH48 From Change Module
Ordered By: Super Admin

Sorun Tespit
#PR89 From Problem Module
Ordered By: Super Admin

Uygulama Konfigürasyonu
#SR0 From Service Request Modu...
Ordered By: Super Admin

Uygulama Temin
#SR0 From Service Request Modu...
Ordered By: Super Admin

Centralized Workforce Coordination

Task Management

All process activities behind all ITIL4 practices are a task. With the fulfillment of these tasks, processes can do their job. Therefore, task management is the common ground and coordination point of all processes. Works are more efficient with this module, which is easy to use and facilitates workload management.

Details →

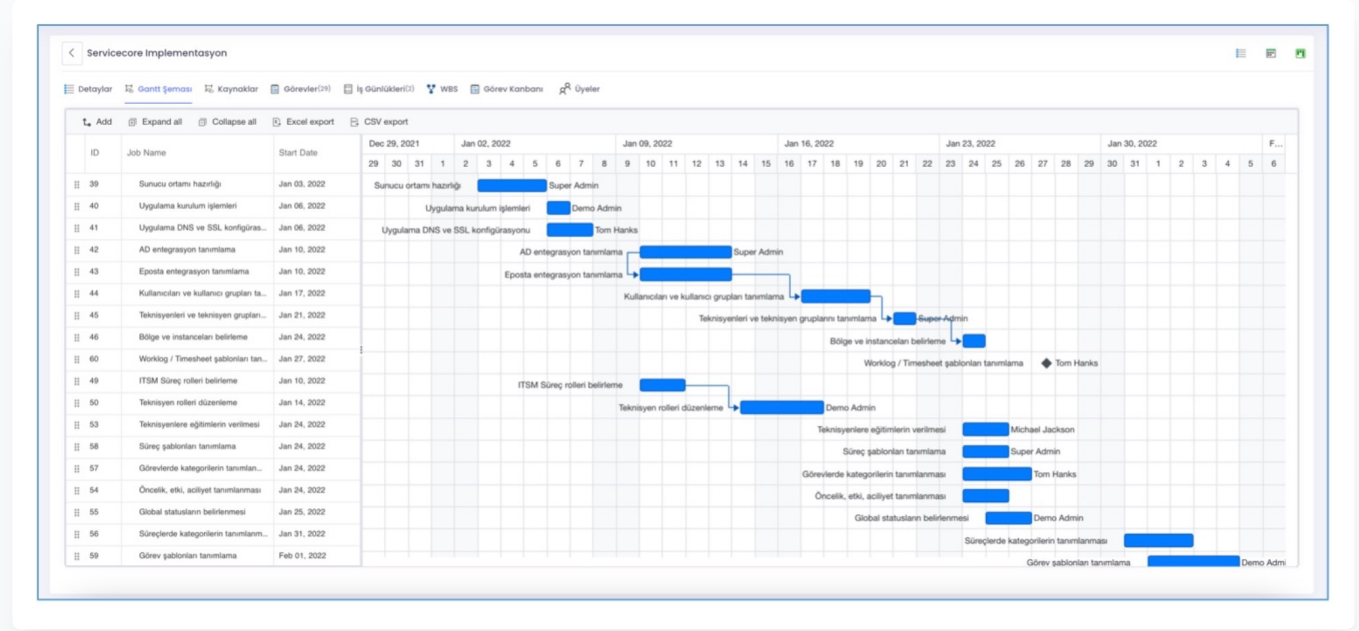


Project Management as a new ITIL4 Practice

Project Management

With ITIL4, the project management process has become a natural part of ITSM and a mandatory practice. The birth of projects is always triggered by processes such as improvement, change, and demand, and project outputs often require feedback to these processes.

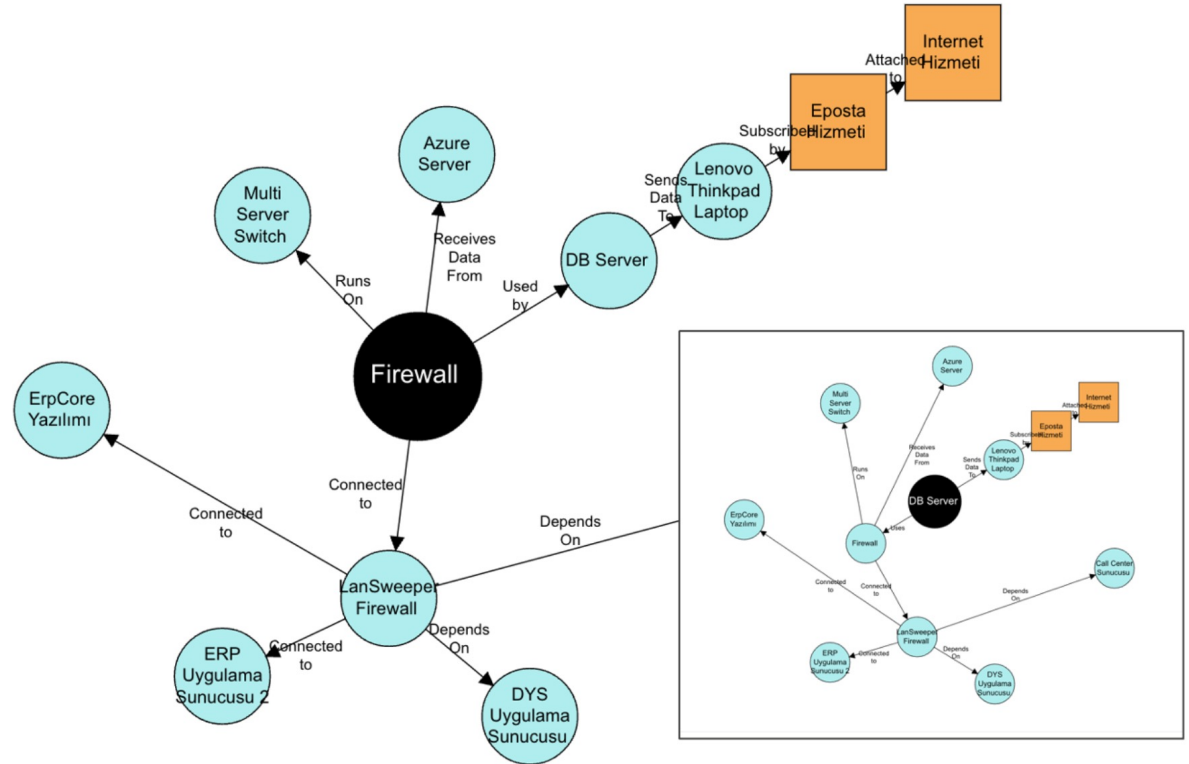
Details →



Manage configuration and topologies

Configuration Management Data Base

It has never been easier to create and manage CMDB, the environment where all entities, configuration objects and services relationships are recorded, tracked and monitored.



WHAT MAKES SERVICECORE DIFFERENT?



20+ years experience on ITSM



100+ successful ITSM implementation experience



Full ITIL4 MP and ITIL Expert Certified Team



Agile implementation philosophy



Fast and enriched customization capabilities



Fast support from service management experts

WHAT MAKES SERVICECORE METHOD DIFFERENT?



ITIL4 new publications compliant



Modern and revised ITIL4 practices based



Designed based on ITIL4 new agile and lean philosophy



ITIL4 first and most important process Continual Improvement Practice is included (only in Servicecore)



Task and Project management is included (is ITIL process furthermore)



Agile ITSM deployment methodology based on ITIL4 and Lean



WHAT MAKES SERVICECORE PRODUCT DIFFERENT?



Modern and easy to use interfaces



Lean design philosophy



Scaleable and multi tenant architecture



Easy to configure and use



Integration and co-operation capabilities



Fair and ethical licensing method



No hidden costs



WHAT MAKES SERVICECORE SERVICES DIFFERENT?



Not only developers, but also ITIL Experts and ITIL4 Managing Professionals.



Experience on ESM, ITSM consultancy and training for 20 years



Servicecore support services is designed based on ISO 20000 and its quality is certified.



We prevent you from falling into the trap of setting up ITSM with years of long projects.



Since we are developer and having software code ownership, our direct support is faster and more continuous.



Open to new needs and customizations and we have the ability to rapidly develop for such extra requirements.





servicecore
SERVICE MANAGEMENT SUITE

Standard Edition

For the organizations who needs service desk, incident, task, knowledge man.

Offered as annual subscription or perpetual licensing.

Service Desk / Interaction Module
Incident Management Module
Service Level Management Module
Task Management Module
Task Schedule Management
Worklog Management Module
Knowledge Management Module
Self Service Portal
Email Auto Ticket Creation
Email Notification Templates
Process Templates
Detailed Reports
Dashboards
Time Engine
Administration Module
Roles Management Module
Multi Language Support
Canned Responses
Business Hours Module
Survey Management
API Module for Integrations





Professional Edition

For the organizations who needs all necessary ITIL4 processess

Offered as annual subscription or perpetual licensing.

Each module can be added as Add-On to Standart Edition seperately.

Everything in Standart Edition plus :

Request Management Module

Service Catalog Management Module

Problem Management Module

Change Management Module

Asset Management Module

Contract Management Module

Continual Improvement Module

Service Automation Rules Engine

Request Approval Management

Multi Tenant Architecture - Multiple Instances

Advanced Integrations

Advanced Customizations

Azure AD / SAML Integration and SSO



Enterprise Edition

For the organizations who needs advanced features.

Offered as annual subscription or perpetual licensing.

Each module can be added as Add-On to Standart or Professional Edition seperately.

Everything in Professional Edition plus :

Event Management Module

+ ITOM Integrations

CMDB Module

+ Discovery Integrations

Release Management Module

+ SDLC , Devops Integrations

Project Management Module

+ PPM Integrations

Service Relationship Management Module

+ MSP Model Integrations

Service Analytics Module

+ BI Integrations



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www.servicecore.com.tr

