

ZENworks Service Desk Getting Started

October 2023

Following are the configuration tasks that should be performed before you get started with the ZENworks Service Desk:

- ♦ “Minimal Configuration” on page 1
- ♦ “Additional Tasks” on page 3
- ♦ “Legal Notices” on page 3

Minimal Configuration

Following are some of the minimal configuration tasks that should be performed before using ZENworks Service Desk:

- ♦ “Configuring License” on page 1
- ♦ “Connecting to ZENworks” on page 1
- ♦ “Configuring Email” on page 2
- ♦ “Configure Users - Importing Users from LDAP” on page 2
- ♦ “Configure Users - Configuring Roles and Processes” on page 2
- ♦ “Configure SLAs and Teams - Creating SLAs and Workflows” on page 2
- ♦ “Configure SLAs and Teams - Creating Teams and assign Users” on page 2
- ♦ “Configure ZENworks Integration - Configuring ZENworks Store” on page 2
- ♦ “Configure ZENworks Integration - Importing ZENworks Items” on page 2

Configuring License

Enables you to access all the product features.



<http://www.youtube.com/watch?v=M3ZDp1NwTEY>

Connecting to ZENworks

Enables you to import the LDAP configuration and ZENworks functionality in Service Desk.



<http://www.youtube.com/watch?v=cx9KKMyWNQg>

Configuring Email

Enables users to create and update requests through email and receive notifications.



<http://www.youtube.com/watch?v=-PPjTrsHttU>

Configure Users - Importing Users from LDAP

Configure the LDAP details and sync parameters to include users and groups in the system.



http://www.youtube.com/watch?v=hdetG9Y_mt4

NOTE: After importing users from LDAP, ensure that you logout and login with the user credentials that has both supervisor and administrator roles to access the getting started page.

Configure Users - Configuring Roles and Processes

Configure user roles and the related processes to which the users have rights.



http://www.youtube.com/watch?v=Rf_PnRcUQ9A

Configure SLAs and Teams - Creating SLAs and Workflows

Define SLAs and workflows that are required in your environment.



<http://www.youtube.com/watch?v=kcooZbtsRpc>

Configure SLAs and Teams - Creating Teams and assign Users

Define the teams and the users within these teams who will service requests.



<http://www.youtube.com/watch?v=ZoW0TPnrU7g>

Configure ZENworks Integration - Configuring ZENworks Store

If using ZENworks, enable the ZENworks Store for automated self-service access to ZENworks bundles.



<http://www.youtube.com/watch?v=h7Ai3K1yZhl>

Configure ZENworks Integration - Importing ZENworks Items

If using ZENworks, import hardware, mobile devices, bundles and software as CMDB Items.



<http://www.youtube.com/watch?v=6HRPZC9NvMU>

Additional Tasks

Following are some of the additional tasks that should be performed before using ZENworks Service Desk.

- ♦ “Configuring Privileges” on page 3
- ♦ “Customizing Product” on page 3

Configuring Privileges

Enables you to configure how the system functions. You can modify privileges for users, customers, requests, and system.



<http://www.youtube.com/watch?v=cVzaQ-ON6hI>

Customizing Product

Enables you to customize the look and feel of the product as per your requirements.



<http://www.youtube.com/watch?v=3o62-TF4M74>

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