Service Desk Mobile App 1.0

Mobile App Quick Start

May 2017

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About This Guide

The *Micro Focus Service Desk Mobile App Quick Start* includes information about managing and supporting customer requests by using a mobile device.

The information in this guide is organized as follows:

- Chapter 1, “Overview,” on page 7
- Chapter 2, “Using the Micro Focus Service Desk Mobile App,” on page 9

Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the User Comments feature at the bottom of each page of the online documentation.

Additional Documentation

Micro Focus Service Desk is supported by other documentation that you can use to learn about and implement the product. For additional documentation, see the Micro Focus Service Desk documentation website (http://www.novell.com/documentation/servicedesk71/).

1 Overview

Micro Focus Service Desk is a complete service management solution that allows you to easily monitor and solve issues regarding services ensuring minimal disruption to your organization, thereby enabling you to focus on core business activities.

Whether you are at your desk or at a remote location, now you can manage and support your customer requests by using your mobile device.

Important features of Micro Focus Service Desk Mobile App

The Micro Focus Service Desk Mobile App allows you to:

- Easily review your tasks and your team's tasks and take action
- Drill down into any request and review the complete history
- Add notes to requests and change status
- View Service Metrics dashboard

This chapter includes:

- "Supported Mobile Devices" on page 7
- "Installing the Mobile App" on page 7

Supported Mobile Devices

The Micro Focus Service Desk Mobile App is supported on:

- Android 2.2 or later
- IOS 5.*x* or later

Installing the Mobile App

Download the Micro Focus Service Desk Mobile App from the Google Play App Store (formerly known as the Android Market). To locate the App, search for `Micro Focus Service Desk` .

2 Using the Micro Focus Service Desk Mobile App

This chapter contains the following sections:

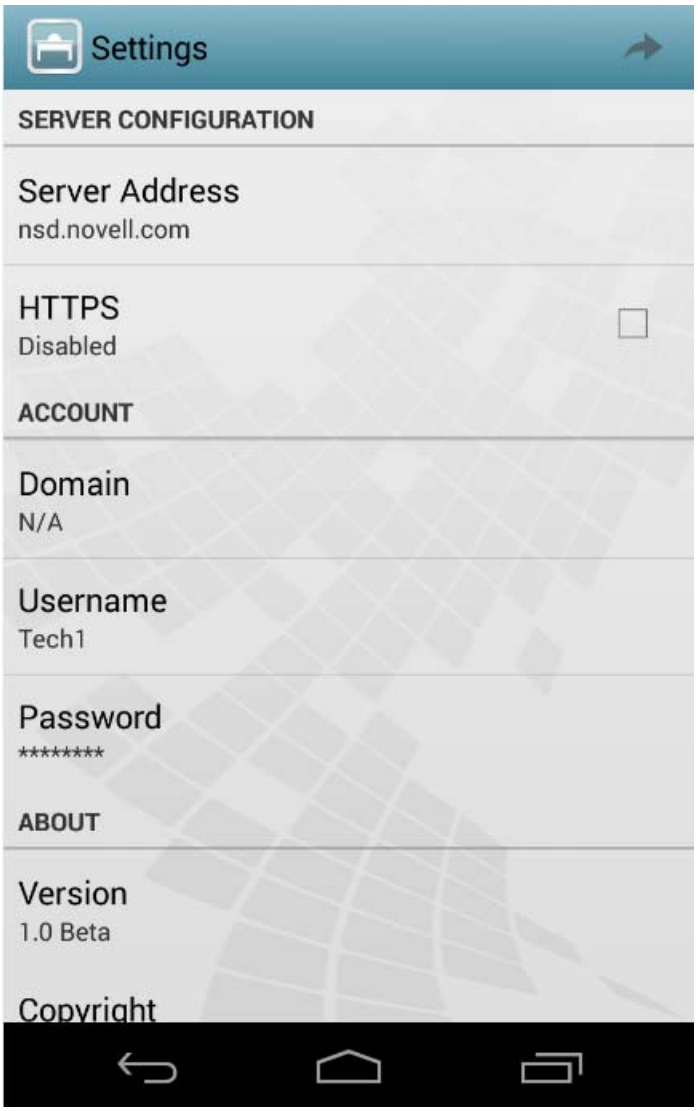
- “Mobile App Settings” on page 9
- “Viewing the Micro Focus Service Desk Tasks” on page 11
- “Task Icons” on page 12
- “Viewing Request Details” on page 12
- “Editing Requests” on page 13
- “Viewing the Dashboard” on page 14

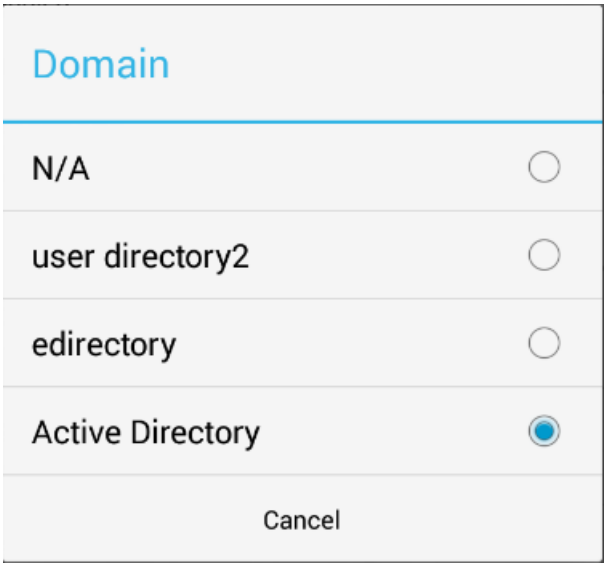
Mobile App Settings

Use the following settings to configure the Micro Focus Service Desk Mobile App:

Settings	Actions
Server Address	Enter the Micro Focus Service Desk Server address.
Domain	Use the drop-down to select your LDAP domain.
Username	Enter the user name of the technician or the supervisor.
Password	Enter the password.
HTTPS	Enable HTTPS if your Micro Focus Service Desk server is configured to support HTTPS.

You can click the icon and log in to Micro Focus Service Desk.


Settings
SERVER CONFIGURATION
Server Address
nsd.novell.com
HTTPS
Disabled
ACCOUNT
Domain
N/A
Username
Tech1
Password
****
ABOUT
Version
1.0 Beta
Copyright


Domain
N/A
user directory2
edirectory
Active Directory
Cancel

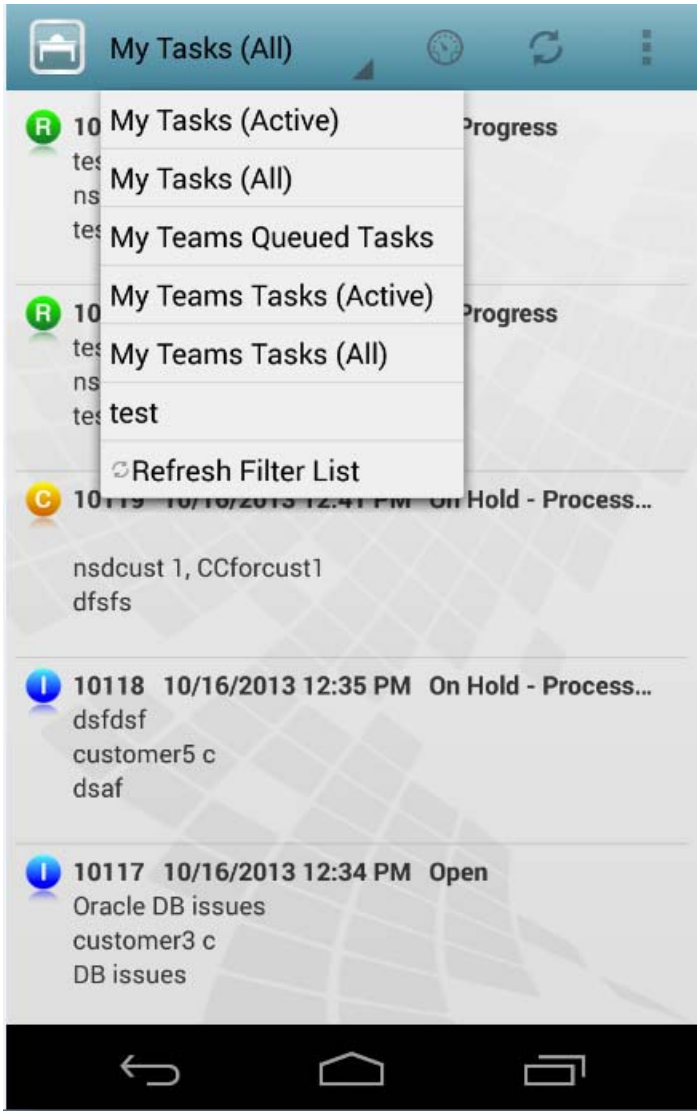
Viewing the Micro Focus Service Desk Tasks

The Tasks tab appears when you first log in to the App. You can use the filter from the Tasks tab and view the following tasks displayed for a logged-in user:

- **My Tasks (Active):** Current active tasks allocated.
- **My Tasks (All):** All the tasks allocated.
- **My Team Tasks (Active):** Current active tasks allocated to the team(s) associated.
- **My Team Tasks (All):** All the tasks allocated to the team(s) associated.
- **Refresh Filter List:** Refreshes the filter list.

NOTE

- You can create and add a custom task item to the Tasks tab.
- To refresh the tasks, click the icon.



Task Icons

The following table shows the list of icons associated with different tasks:

Icon	Description
	This icon indicates that the request belongs to the Request Fulfillment process.
	This icon indicates that the request belongs to the Change Management process.
	This icon indicates that the request belongs to the Release and Deployment process.
	This icon indicates that the request belongs to the Incident Management process.
	This icon indicates that the request belongs to the Problem Management process.

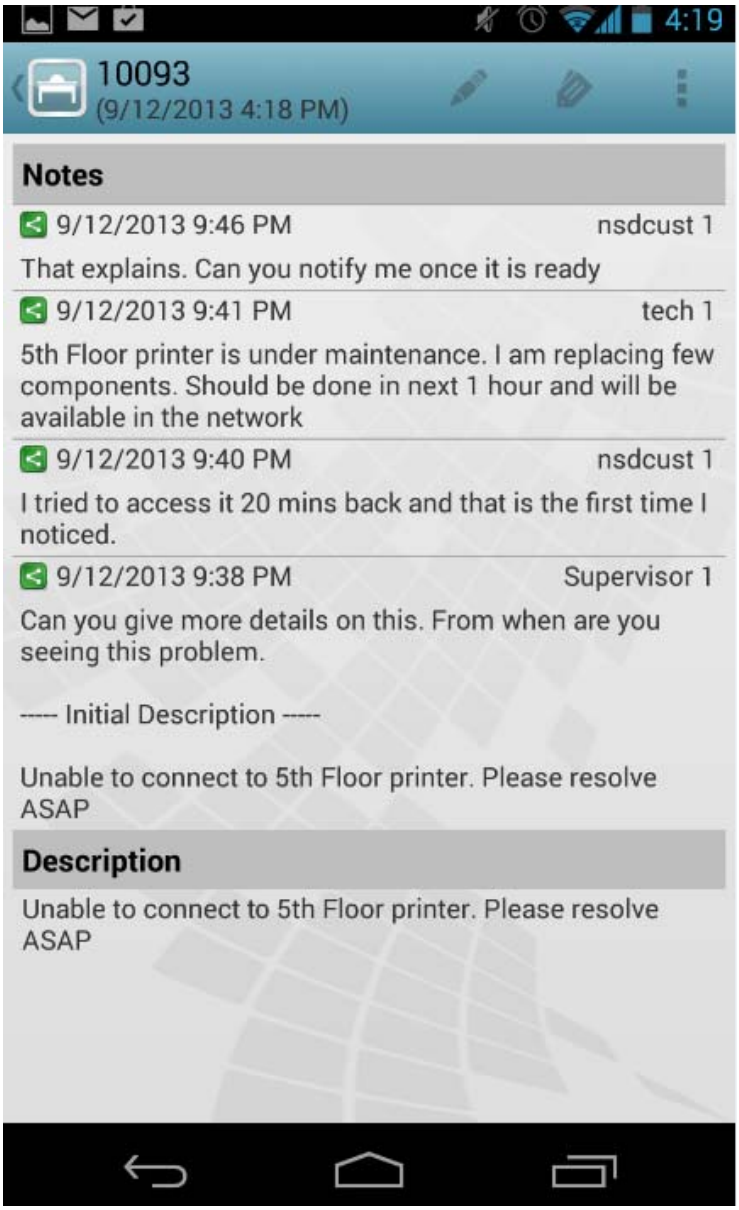
Viewing Request Details

You can view the request details by clicking on the requests as follows:

- **Notes:** Displays notes recorded for the tasks along with the date and time stamp.

  icon indicates that a note is private and can be viewed only by users who have the specified rights.

  icon indicates that the note is a public and can be viewed by all users.
- **Description:** Displays description about the note added for the associated task.

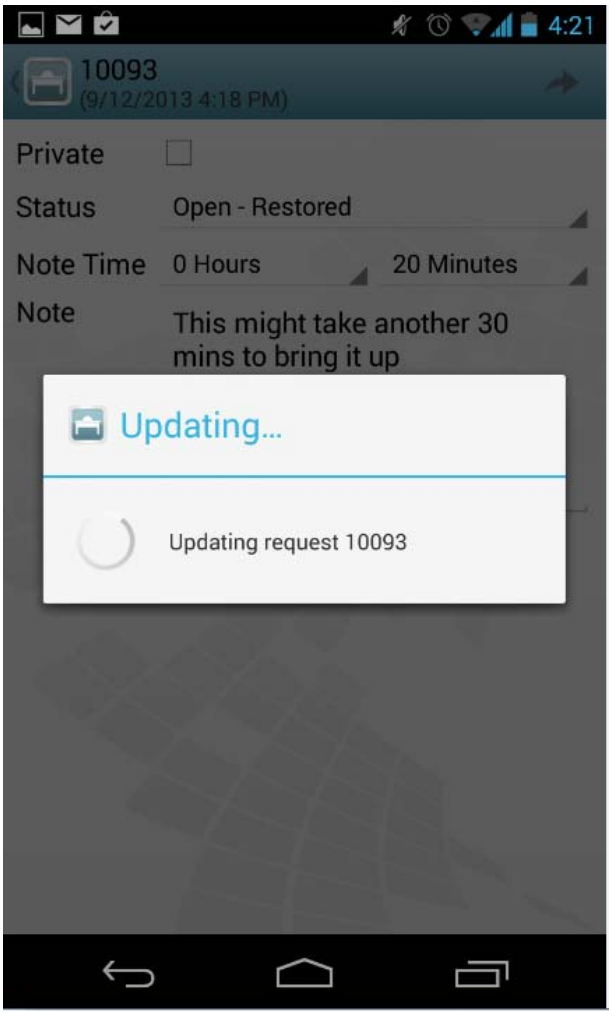


Editing Requests

To edit requests, click the icon. This opens requests in the edit mode. You can perform the following activities for the displayed items:

- **Private:** You can adjust the visibility of a note. Check the Private box to mark a note as private and un-check the box to make it public.
- **Status:** You can modify the status by using the drop-down.
- **Note Time:** You can enter the note time in this field.

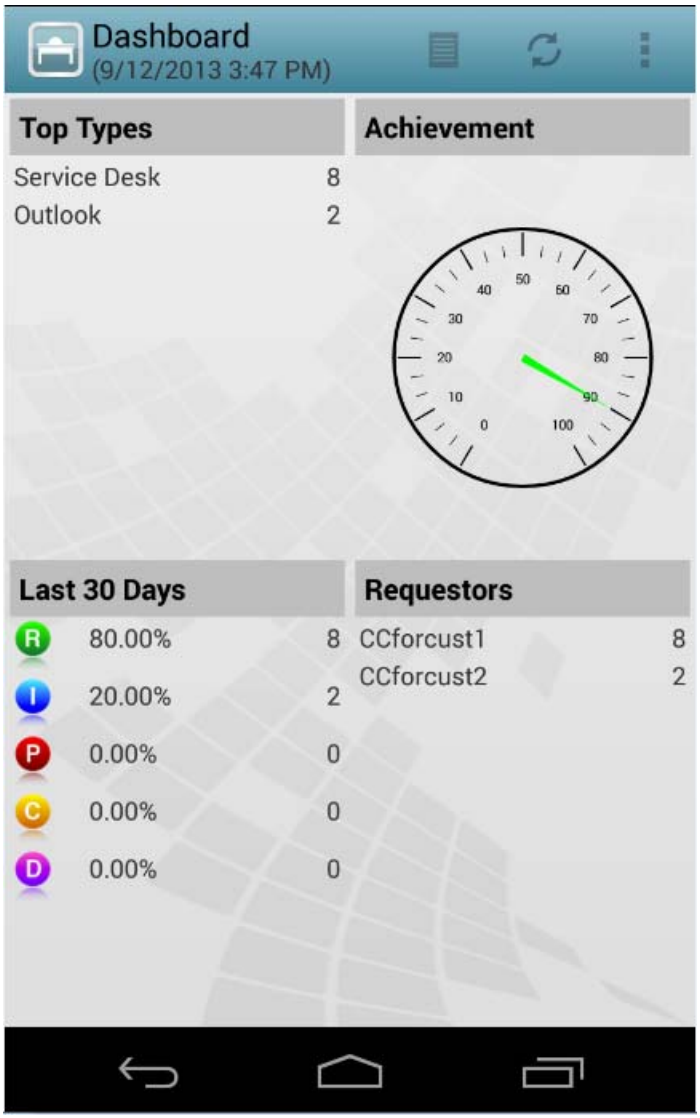
Click the icon to submit your changes.



To view the History and other details of a request, click the icon.

Viewing the Dashboard

Click the icon to view the Micro Focus Service Desk App Dashboard.


Dashboard
(9/12/2013 3:47 PM)
Top Types
Service Desk 8
Outlook 2
Achievement
0
10
20
30
40
50
60
70
80
90
100
Last 30 Days
R 80.00% 8
I 20.00% 2
P 0.00% 0
C 0.00% 0
D 0.00% 0
Requestors
CCforcust1 8
CCforcust2 2