



Micro Focus Service Desk 7.3

What's New Reference

November 2016

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Contents

About This Guide	5
1 What's New in 7.3	7

About This Guide

This *Micro Focus Service Desk* provides information about What's New in the Micro Focus Service Desk 7.3 release. The guide includes the following sections:

- ◆ [Chapter 1, "What's New in 7.3," on page 7](#)

Audience

This guide is intended for Micro Focus Service Desk users.

Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the [comment on this topic](#) feature at the bottom of each page of the online documentation.

Additional Documentation

ZENworks is supported by other documentation (in both PDF and HTML formats) that you can use to learn about and implement the product. For additional documentation, see the [Micro Focus Service Desk documentation website](#).

1 What's New in 7.3

Micro Focus Service Desk Store is a self-service portal that enables users to submit their service requests. For customers the Store feature is a one stop shop experience that enables them to request services related to their work and for administrators it is a one stop experience that enables them to manage and track the organization's assets. Work flows and Service Level Agreements (SLAs) are enhanced for service requests that require approval from the 'store manager'.

For more information, see the [Store Guide](#).

