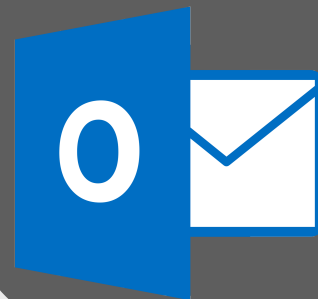


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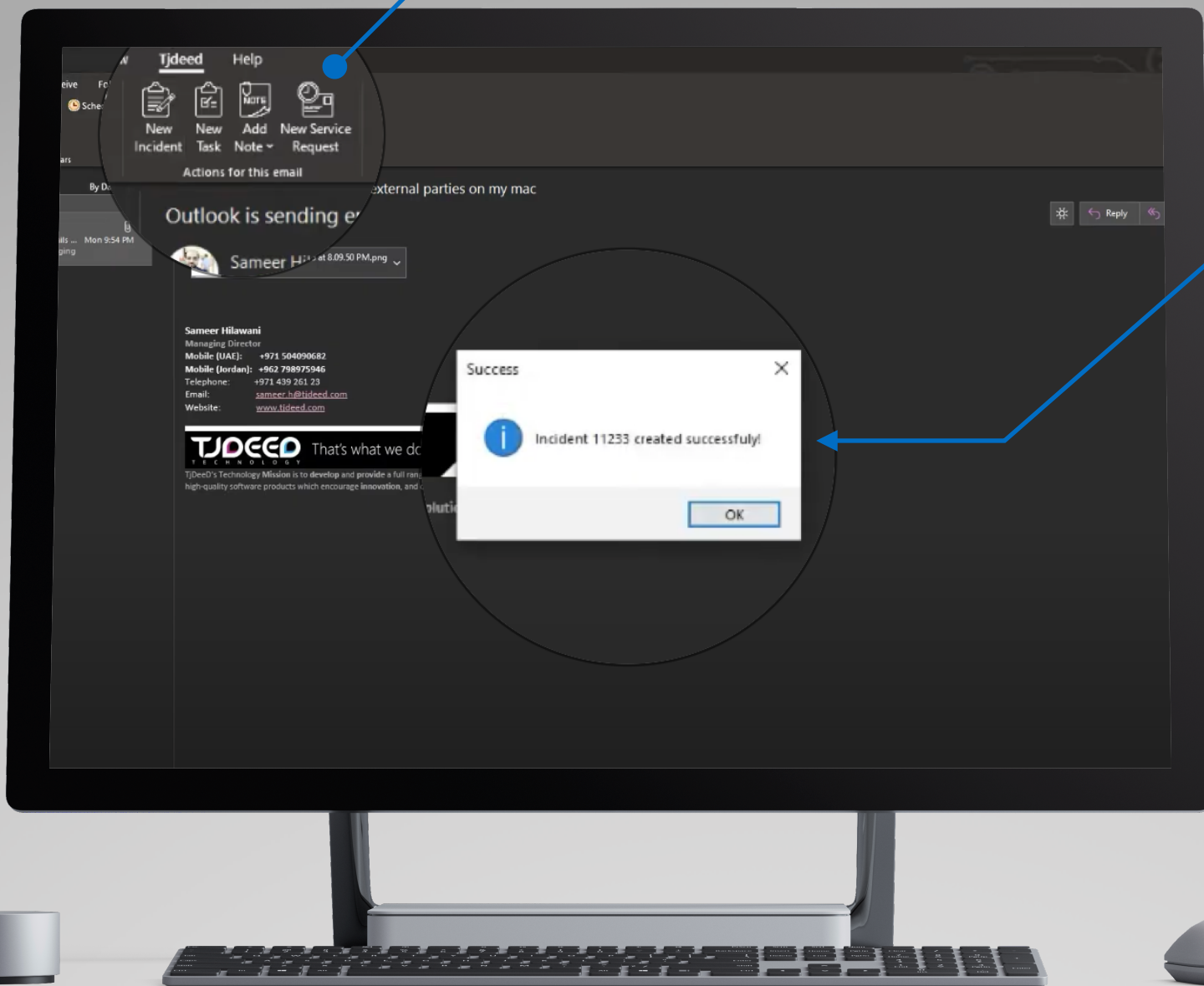
Outlook  
Plug-in



## Outlook Plug-in

### What is the Outlook Plugin?

Office Plugin installed in Outlook client on windows devices, it helps to automatically use email content to do actions in Ivanti Service Management (ISM) like open incidents or service requests, add notes and tasks ... and more.



Outlook Plug-in Tool Box

One Click Incident created

### Benefits

- ▶ Don't miss any important update on Incidents or service requests
- ▶ Email data will help in case of investigation or quality assurance
- ▶ Add Vendors communications to IT requests
- ▶ Save time and efforts on Analysts from manually entering data in ISM



### Features

- ▶ Create Incidents from Email in just a click
- ▶ Automatic recognition for Sender, Subject and Body (Outlook) and map it with Requester, Subject and Description fields (ISM)
- ▶ Add notes from email content on Incidents or Tasks
- ▶ Automatically get all Service Request fields to easily create from outlook
- ▶ Toolbox Rebranding





Ivanti Outlook Plugin



Outlook Plug-in by Tj deed

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Thanks

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