ITSM Mobile Apps for Cherwell

Solution for Cherwell Crisis Management and Remote Work Request mApps

Release 1.0

April 27, 2020

Prerequisites

The ITSM Mobile Apps for Cherwell *require* a valid SmartUX runtime in addition to your Cherwell infrastructure.

To learn more about SmartUX, visit https://powwowmobile.com/itsm or email sales@powwowmobile.com.

Overview

Help keep your employees safe and healthy through the COVID-19 crisis directly from their phone. In addition to easy to use mobile ticket management, this mApp adds one touch check-ins, easy updates for key contact information and support for remote work requests when used with the Requester mobile app. These changes are designed to work in conjunction with the Cherwell Crisis Management mApp, and with the Cherwell Remote Employee Management mApp.

The Requester app is available for download on the Apple AppStore and on Google Play:

- **Requester - Mobile Portal:** Submit a service request in record time, using face ID to login and 3 taps or fewer to add photos and complete your request. Get real-time updates on tickets and chat with the help desk right in the app.
- **Check in** lets employees provide their updated location, status and contact information with a single click.
- **Announcements** informs employees of critical information via the homescreen of the app and push notifications.
- **Remote Work Request** provides a guided experience to quickly request supplies and status needed for remote work.
- Apps are fully native, and support key device features such as push notifications, offline access, biometric login, GPS, camera, and more.
- App can be completely customized using the drag-and-drop SmartUX Studio.

These apps all run on PowWow Mobile's SmartUX™ platform. Please contact PowWow Mobile for more information on obtaining the SmartUX™ platform.

Requirements

Platform Version Requirements: CSM 9.7.0, 9.7.1 and 10.0.0

Content Version Requirements: CSM 9.7.0, 9.7.1 and 10.0.0.

Business Object Changes

This mApp adds new fields to the Incident, Customer & Customer - Internal Business Objects.

Incident Business Object

The changes to the Incident Business object allow users to mark their exact location when filing an Incident so that technicians can locate them more easily.

Field Name	Field Type	Merge Action
SmartUX Longitude	Number (4,6)	Import
SmartUX Latitude	Number (4,6)	Import
SmartUX Geocoded Location	String (255)	Import
Location *(existing Incident field)*	String (255)	Overwrite

Customer Business Object

The changes to the Customer Business object allow for setting up a link to a chat application (e.g. Slack, Microsoft Teams, etc.), and for locating users more precisely.

The location fields are primarily meant for use with the [Cherwell Crisis Management mApp](), but the features provided can also be used without the mApp. Please contact PowWow Mobile for more information and options.

Field Name	Field Type	Merge Action
SmartUX Chat URL	Text (250)	Import
SmartUX Longitude	Number (4,6)	Import
SmartUX Latitude	Number (4,6)	Import
SmartUX Geocoded Location	String (255)	Import

NOTE: These changes are applied to the main Customer Business Object group as well as to the **Customer - Internal** Business Object.

Steps to apply the mApp

1. **Download the ITSM Mobile Apps for Cherwell mApp**

2. **Apply the mApp using the Apply mApp Wizard in CSM Administrator**

    For more information on applying an mApp, please refer to the Apply an mApp documentation:

    [Apply an mApp Solution (9.7.0)](#)

    [Apply an mApp Solution (10.0.0)](#)

3. **After the mApp changes have been published, perform the Customer form changes as outlined below.**

Customer Form Changes

This mApp adds a field to the **Customer - Internal** Business Object called "SmartUX Chat URL". This field stores a user specific link to your preferred chat application that allows a technician to easily initiate a chat with that user.

For example, if your organization uses Slack, this could be a link starting with "slack://...", or a link to the user in Microsoft teams, or a link to the user's WhatsApp number, etc.

In order to enter the chat link from the Cherwell Client Contact Manager, the "Customer - Internal" Form will need to be modified to add this field. To do so, please follow these steps:

1. **Create a new Blueprint**
2. **Select the "Customer - Internal" BO**
3. **Edit the Form...**
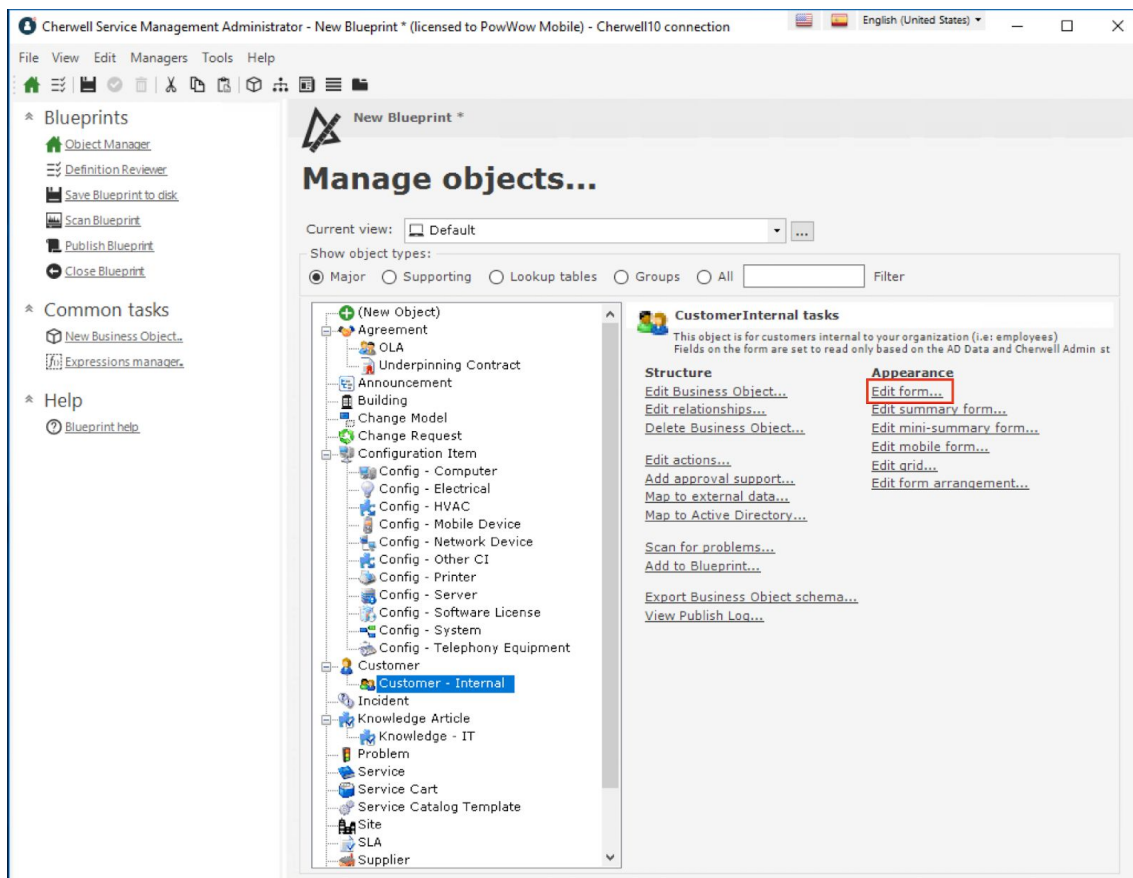
4. **Select the CustomerInteral Overview Form**

5. Drag out the SmartUXChatURL field into the form at the desired location.
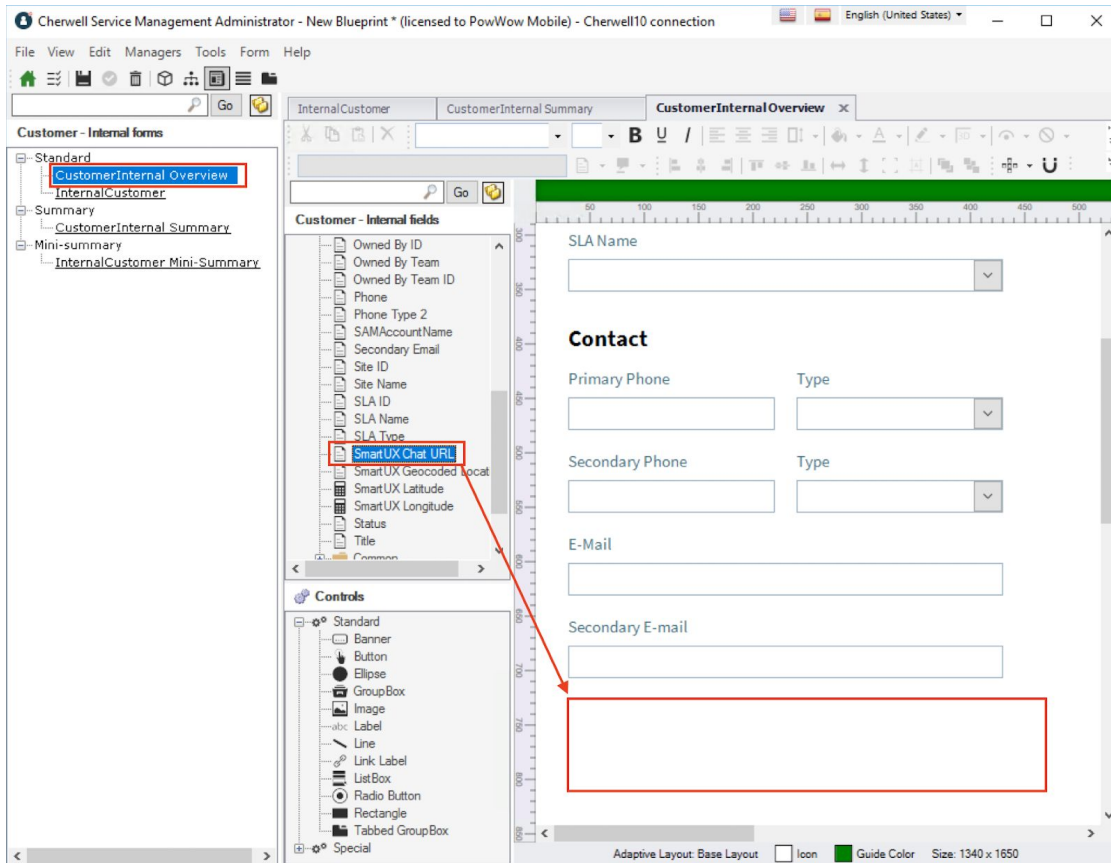
6. Save the form to the Blueprint and publish the Blueprint.

7. Verify that the field appears in the Contact Manager