



ITSM Mobile Apps for Cherwell

Mobile Application mApp Solution

Release 1.0

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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

This mApp adds the Business Object changes needed to support the native ITSM Mobile Apps for Cherwell.

There are 3 mobile apps available from PowWow Mobile 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.
- **Fulfiller - Mobile Client:** See your tickets and respond on the go. Mobile dashboard, push notifications, chat and phone integration make it easy to keep up from anywhere.
- **Approver - Mobile Approvals:** Busy managers can approve requests for new services or equipment. Can be integrated with other systems to provide a single app for all your approvals.
- All apps are fully native, and support key device features such as push notifications, offline access, biometric login, GPS, camera, and more.
- All apps can be completely customized using the drag-and-drop SmartUX Studio.

These apps all require 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 (<i>existing Incident field</i>)	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.**

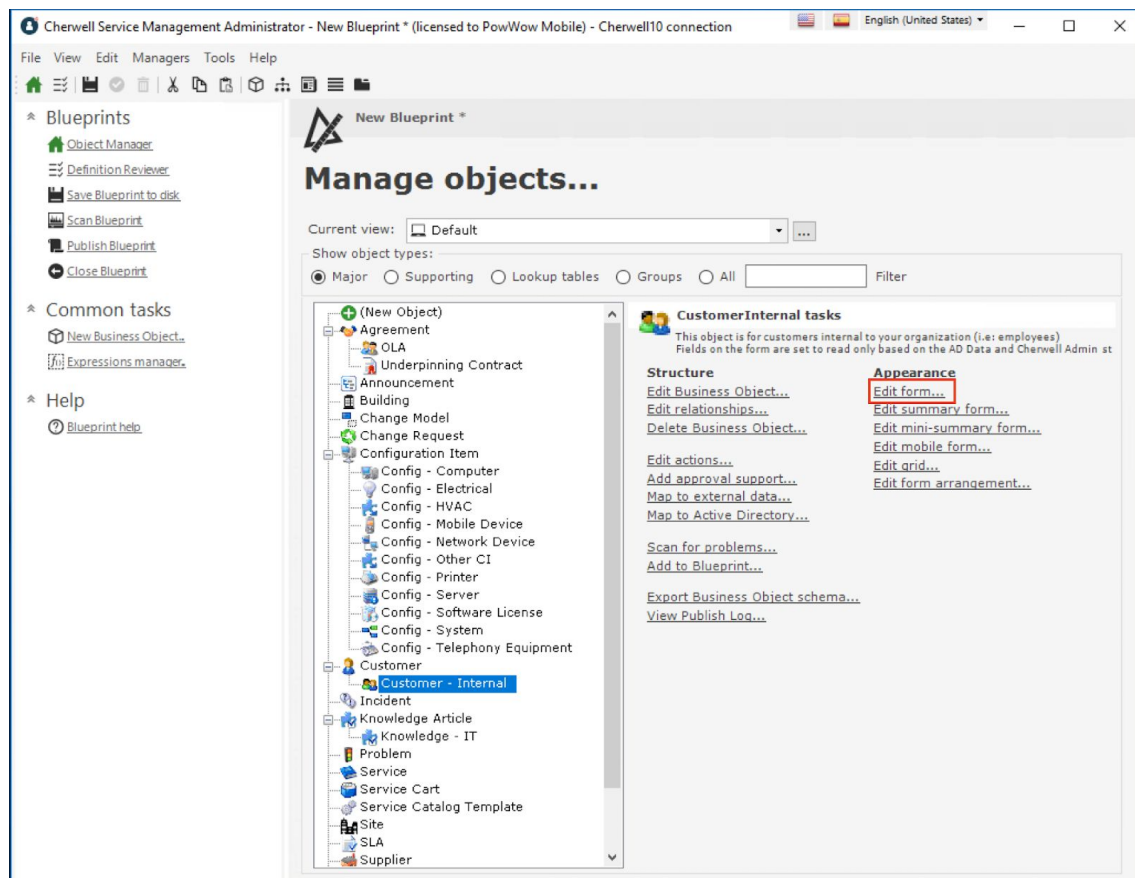
Customer Form Changes

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.

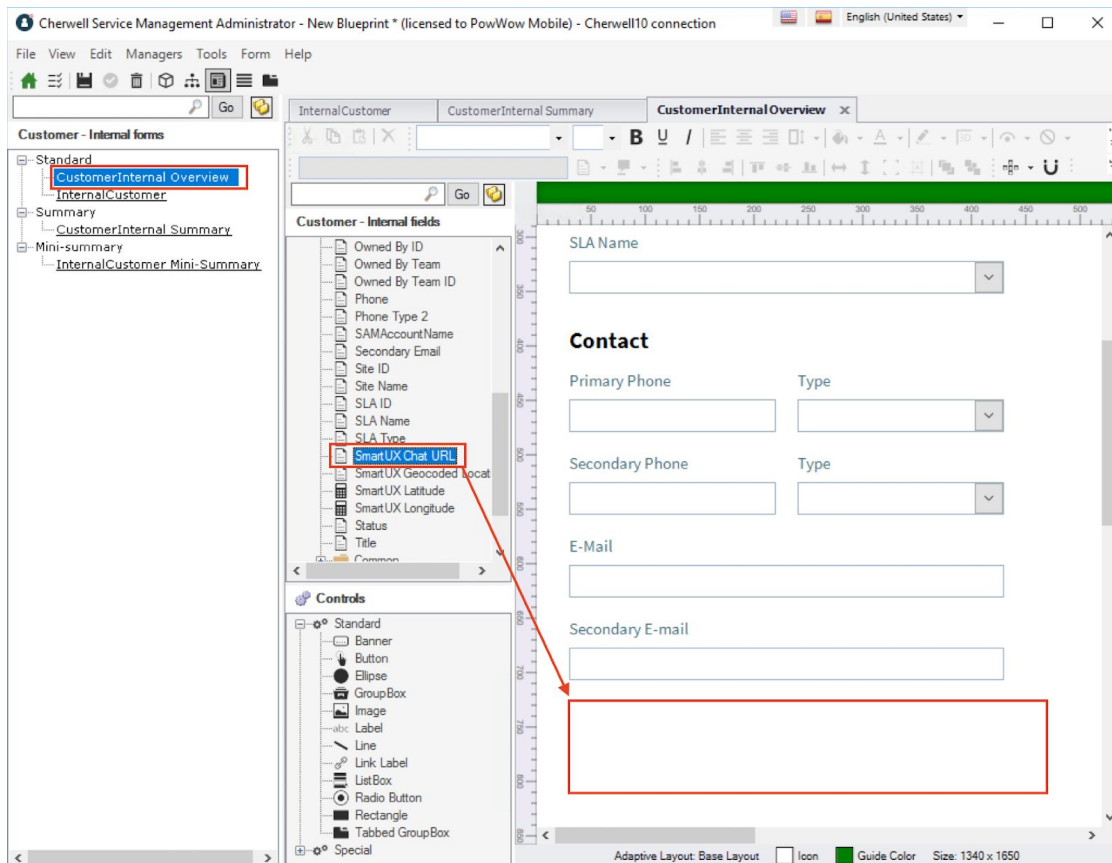
In order to enter the chat link from the Cherwell Client Contact Manager, the “Customer - Internal” Form will need to be modified to add this field. To do so, please follow these steps:

1. Create a new Blueprint
2. Select the “Customer - Internal” BO
3. Edit the Form...



4. Select the CustomerInternal 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

