

ReachOut for Cherwell Service Management

Extend Cherwell platform's communication capabilities by a flexible and versatile notification function and reduce e-mail traffic to a minimum!

Get in touch with the person you need to notify, whether logged in to Cherwell or not. Broadcast notifications having the attention that is viable in emergency or high impact situations. Decrease MeanT-Time-to-Resolution of your Service Tickets and save licences retrieving the specialists only when there is work for them to do.



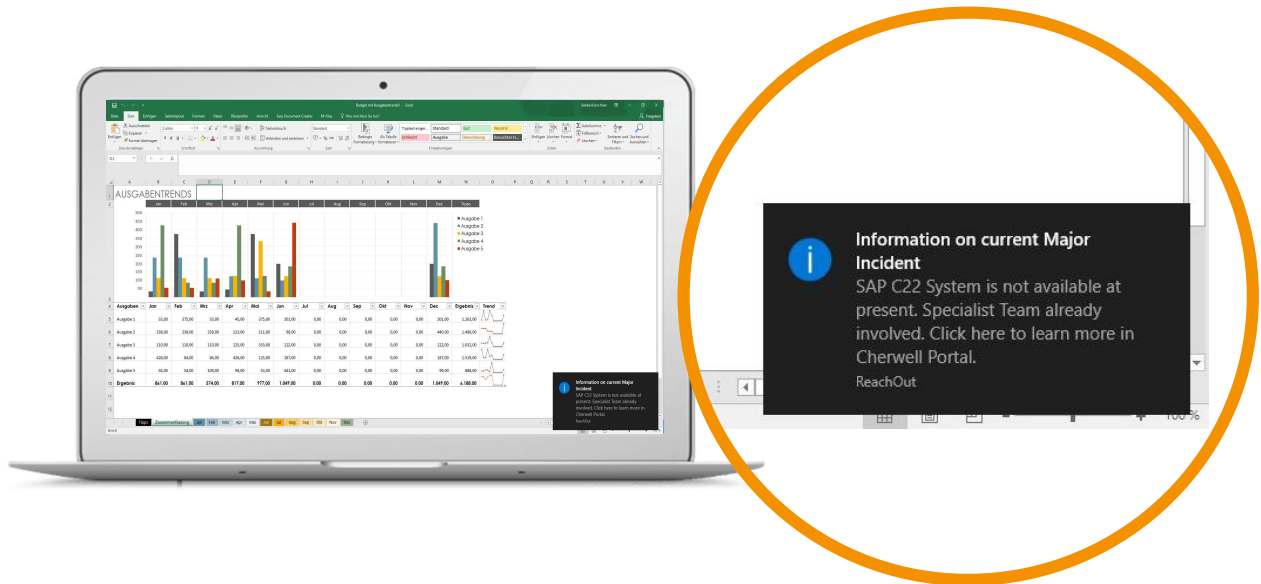
Ever wanted to reach out to users who are not logged in to Cherwell on the point? Broadcast company wide notifications on Major Incidents, planned maintenance actions or unavailability of services? Ever wanted to avoid E-Mails that end up in Junk Mail folders or will not be noticed appropriately? Ever wanted to trigger notifications easily from your ITSM Cockpit Cherwell? Ever wanted to pick up your customer directly at their workplace, whether mobile or stationary?

ReachOut for Cherwell supports you in all these scenarios making use of Windows Info Center, just like Outlook would do. ReachOut listens to OneSteps sending notifications to single users, teams or all users in your organization from Automation Processes, Buttons or Context Menues, just as OneSteps are being used, it is up to you.

Straightforward information helps you increasing your service quality. Updateability and easy implementation included.

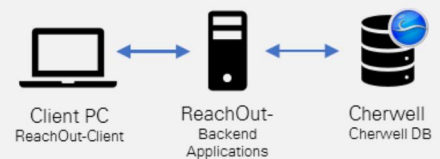
Use Cases

- Notification of end users at any process step - without e-mails
- Notify service team members or specialists of required activity even when these are not logged in to Cherwell
- Target group-specific notifications users can subscribe to obtain
- Broadcast Information on upcoming maintenance actions or service disruptions
- Help users plan their workday keeping them up-to-date on service recovery actions
- Point users to Portal, Client or Chat using embedded links in notifications



How does it work?

- Install a Web Service Application on an IIS 7.5 or higher (according to Cherwell system requirements)
- Deploy a small client application, either as an MSI package by copying a folder that contains client files
- Preconfigure the Client settings and have the application ready for instant service after deployment
- Works on Terminal Servers like Citrix and Co.



Systems Requirements

- Windows 7, Windows 8, Windows 10, all versions
- IIS 7.5 or higher (as per Cherwell system requirements)
- http / https - communication between webserver and local client
- installed Cherwell REST API (included in standard installation)
- activated Windows Info Center

We are happy to tell you more! Just get in touch to talk to a Consultant and get free demo on how to improve your customer address:

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Cherwell

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