



TICKETING MANAGEMENT

Overview

EM7 Ticketing & Incident Management is an embedded set of feature-rich applications that enables your staff to quickly manage tasks and track incidents within your environment.

A strategic business advantage, EM7 can increase operator productivity and efficiency significantly. As fully integration component of the EM7 Management System architecture combined with unprecedented ease of use through a unified and secure portal, EM7 Ticketing & Incident Management saves you both time and money. Integrated with other EM7 embedded applications, EM7 Ticketing & Incident Management system is the perfect solution for all your customer support, help desk or internal ticketing needs.

Centralization

Unlike traditional stand-alone ticketing solutions, EM7 Ticketing & Incident Management is fully integrated with other EM7 application features, so users always have access to the information they need to resolve incidents. EM7 events (alerts) are triggered by syslog, MoM, and trap messages, security parameters, and user-defined performance, hardware thresholds and much more. With a single mouse-click, tickets can be created in response to these events. When viewing or responding to tickets, users can view relevant system details and status, directly from the Ticketing session.

EM7 Ticketing includes metrics, reports, and historical data that make it easy to track trends, improvements, and productivity. With EM7, tickets will never get "lost" or forgotten. Automated ticket escalation ensures that key staff are notified of important tickets and if tickets remain dormant for too long.

MANAGEMENT APPLICATIONS

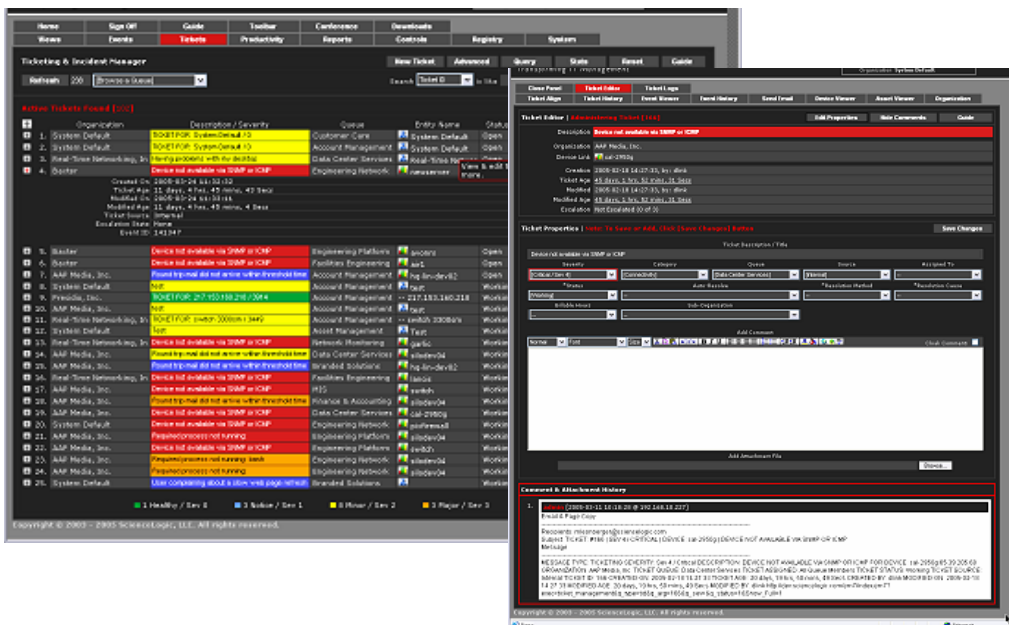
- Network
- Asset & Configuration
- Application
- Event

Ticketing

- Service Level
- IP & DNS

KEY BENEFITS

- Integrated Reporting
- Policy Based
- Escalations
- Reduced TCO
- Granular Access
- Centralized Portal
- Highly Customizable



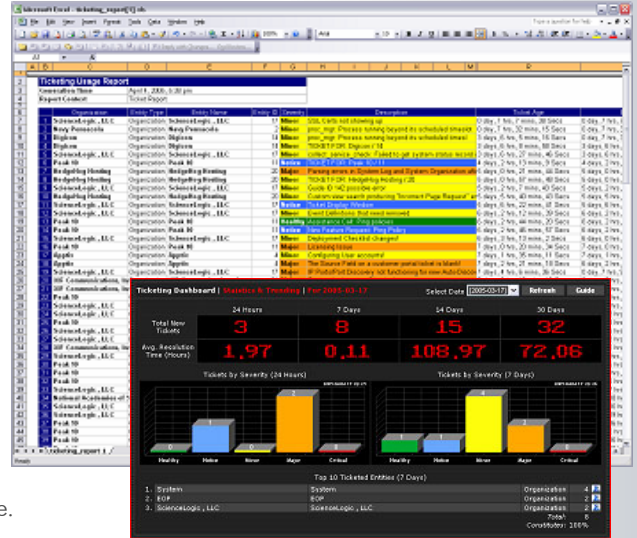


TICKETING MANAGEMENT

Ease-of-Use

EM7 Ticketing & Incident Management includes features to simplify incident and task management and help reduce the learning curve for your staff:

- Tickets can be created from EM7 events with a single mouse click. EM7 automatically populates many of the ticket fields.
- EM7 Ticketing includes features for automated ticket escalation and automated ticket resolution. These automated features reduce "user error" and also remove the need for ticketing maintenance, freeing up staff for more important tasks.
- Tickets are color-coded for quick identification.
- EM7 Ticketing includes both single-click searches and sorts and sophisticated regular-expression-based searches and sorts so finding a specific ticket is always easy and painless.
- When a ticket is assigned to an user, EM7 automatically sends an email notification to the user.
- The Ticketing dashboard provides an overview of ticketing activity for the last 30 days, including severity of each ticket and the average resolution time.



Rich Features

Designed by IT Managers and hosting providers, EM7 Ticketing & Incident Management includes a robust set of features that previously were only found with high-cost enterprise ticketing solutions.

- Tickets can be created based on EM7 events, email messages, phone calls and manually. EM7 can also be configured to automatically generate tickets if specified conditions are met.
- EM7 allows users to send email about tickets. To streamline workflow, the emails are automatically populated with ticket details.
- EM7 includes a "roll up" feature that groups multiple occurrences of an incident under one ticket.
- Multiple EM7 events can be aligned with a single ticket, so users can see relationships between events.
- Users can view information on event history, ticket history, devices, and organizations directly from the Ticketing session and add comments and attach files to tickets.

Increased Productivity

EM7 increases productivity with its intuitive and flexible interface, which allows users to quickly access the specific information they need to get their jobs done. Users are never inundated with extraneous information or exposed to other groups' confidential information.

- Each user sees relevant tickets only. Ticket Queues are fully customizable and defined by EM7 administrators.
- Tickets are assigned to EM7 Organizations. By default, users with user-level accounts will see only tickets assigned to their organization.
- Each ticket includes a cloaking option, which prevents unauthorized users from viewing comments and file attachments.
- EM7 Key Privileges allow administrators to define who can view tickets, what information can be viewed, who can create tickets, and who can edit tickets. EM7 Key Privileges and fully-customizable Account Template allow administrator to finely tune these parameters, by group or by individual user.
- The Ticketing Reporter creates highly detailed and flexible reports based on any combination of any ticketing properties, including date, severity, device, status, queue, and user.

ScienceLogic, EM7, EM7 IT Management System, Extensible Management System, E1500, E2500, E4500 and the ScienceLogic and EM7 logos are trademarks of ScienceLogic, LLC in the U.S. and other countries. Other company, product, and service marks may be trademarks or service marks of others.