

Fact Sheet

Integration of ITSM with Microsoft Teams

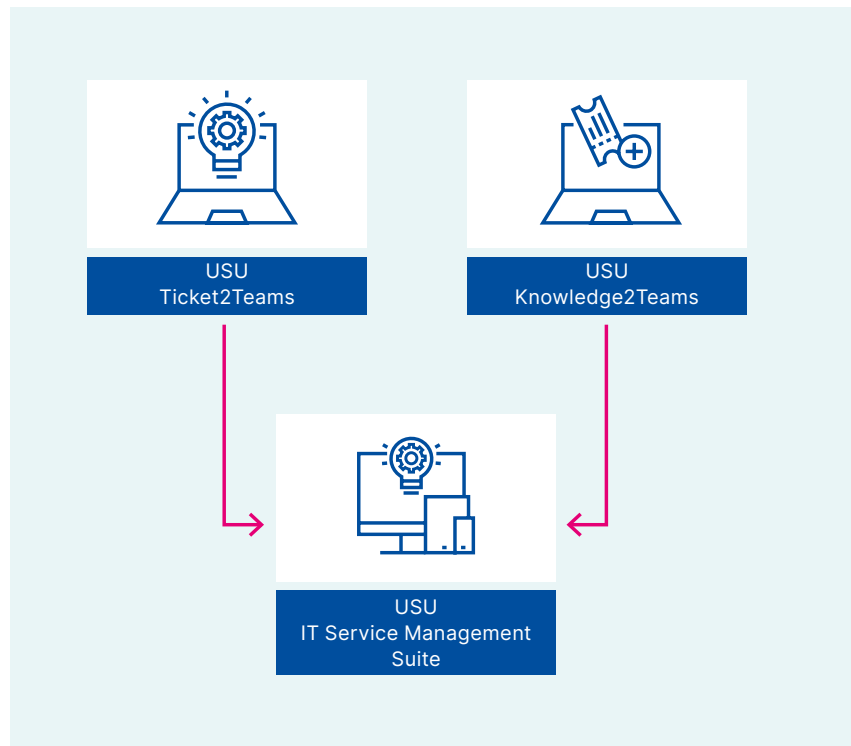
Be close to your employees: IT support and knowledge transfer with just one click directly in Microsoft Teams

With the Ticket2Teams and Knowledge2Teams modules, the USU IT Service Management Suite (ITSM) offers two powerful integration solutions that significantly simplify day-to-day work in IT departments and for end users.

Media disruptions, tool chaos and communication gaps –

these are challenges that not only service desk employees are struggling with today, but also end users who are hoping for quick help. So why not bring IT service and company knowledge to the point of communication? And directly in Microsoft Teams.

Ticket2Teams and **Knowledge2Teams** make the **USU IT Service Management Suite** an even more powerful tool for efficient and targeted IT services. The two modules not only offer companies the opportunity to improve collaboration and knowledge transfer, but also to increase service quality and customer satisfaction.



USU Ticket2Teams

Fast, consistent and transparent communication

The **Ticket2Teams** module enables seamless integration of Microsoft Teams into ticket processing, which speeds up and optimizes communication and collaboration within Teams.

By directly linking tickets with Teams chats, support and service employees can access important information more quickly, facilitate exchanges with colleagues and thus significantly increase the efficiency of their work.



Benefits of integration

01 | Faster communication

Direct chats and calls from ticket processing speed up problem resolution.

02 | Centralized documentation

Teams communication is automatically recorded in the ticket for consistent information.

03 | More efficient collaboration

Several employees can work and communicate on the ticket at the same time.

04 | Automated synchronization

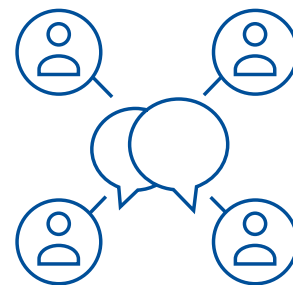
Chat histories between teams and the service desk are automatically synchronized.

05 | Improved service quality

Faster ticket processing increases customer satisfaction.

06 | Reduced communication channels

All communication is brought together in one system, which reduces effort.

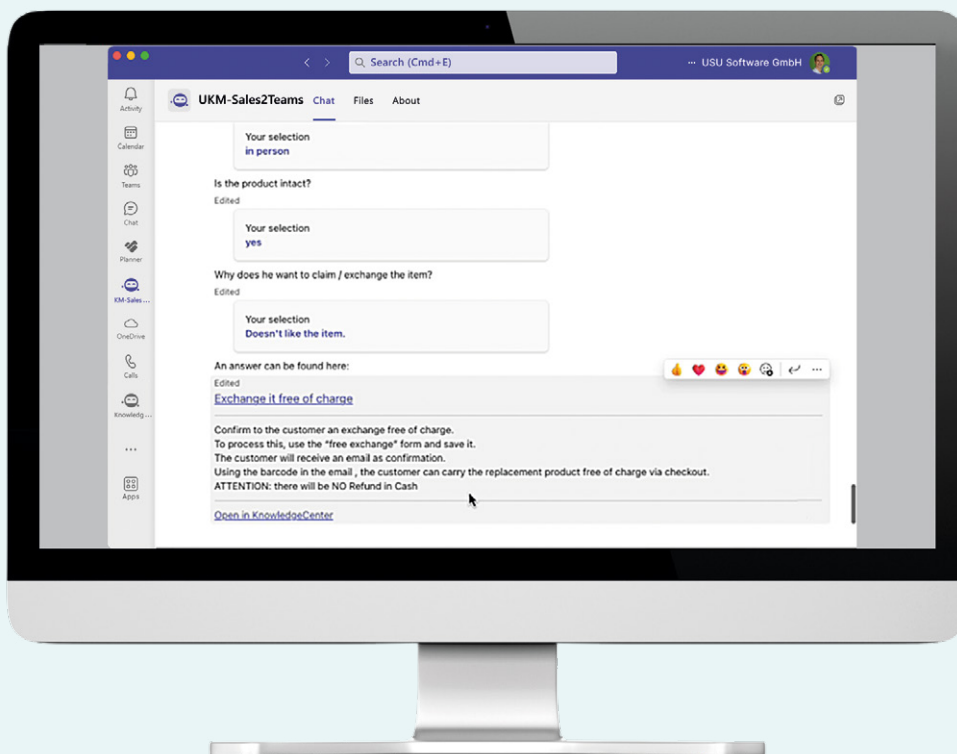


USU Knowledge2Teams

Knowledge available anytime, anywhere

The **Knowledge2Teams** module makes your organization's knowledge available exactly where it is needed: Within Microsoft Teams.

This integration allows employees to find knowledge quickly and easily and integrate it directly into their work processes. This makes the use of company knowledge easier than ever before.



Access to company knowledge directly via Teams Chat



Benefits of integration

01 | Easy access to knowledge

Knowledge is available directly in Microsoft Teams so that employees can quickly find relevant information.

02 | Seamless integration

Knowledge documents can be integrated directly into workflows without additional applications.

03 | Efficient problem solving

Immediate access to knowledge can speed up the resolution of problems.

04 | Increased productivity

Employees can use knowledge in a familiar environment without having to switch between different tools.

05 | Central administration

Knowledge documents continue to be maintained centrally and are always up to date.

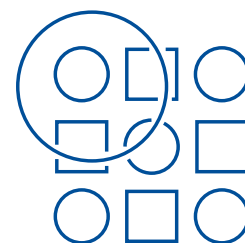
06 | Motivation to use knowledge

Easy availability and intuitive operation encourage the active use of knowledge in everyday life.



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