

## Challenge: Manual, Inefficient Service Desk Tasks and Workflows

Manual IT service management (ITSM) processes are not only inefficient, but they also limit the effectiveness of your service desk team. Performing manual workflows, whether simple or complex, result in miscommunication, errors, and wasted time. In order for routine, yet important processes to be initiated and fulfilled effectively, workflows must be planned from start to finish and automated as much as possible.

## Solution: Cherwell One-Step Actions

Cherwell One-Steps, which are built into the Cherwell® Service Management platform, allow you to build simple or complex workflows without coding or scripting. With One-Steps, you can initiate one or more defined actions, such as sending email notifications, prompting knowledge article review, changing the status of records, warning staff of untouched tickets, and more.

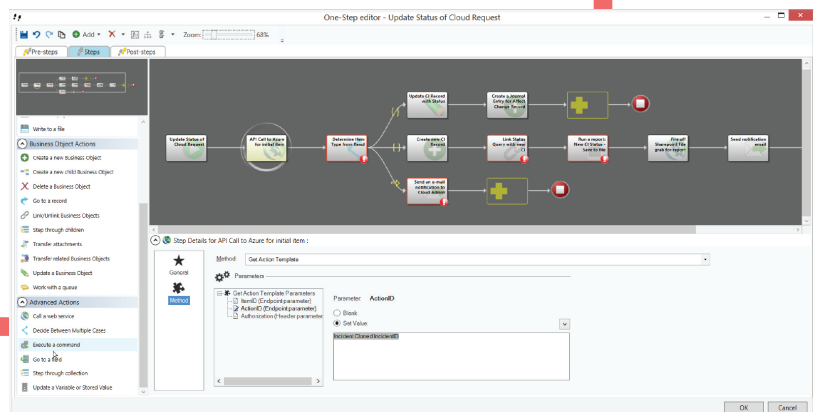
By utilizing One-Steps, you can automate processes without relying on costly development resources—allowing your team to deliver services more quickly and cost effectively, and freeing up staff to focus on more strategic initiatives.

## Features

- Automation of simple and complex workflows
- Role-based, multi-level security
- 100+ out-of-the-box workflows
- Mobile technician enablement
- Graphical setup wizard
- Integration with third-party products

## Benefits

- Maximize operational efficiency through automation of routine tasks
- Improve end user productivity with faster time to resolution
- Reduce errors and standardize outcomes via consistent, automated processes
- Reallocate technician time to focus on more strategic business needs
- Boost service quality through more consistent and efficient service delivery



# Key Features and Capabilities



## Automation of Simple and Complex Workflows

Automate actions against single records, groups of records, or pre-defined search results in order to kick off activities such as automated request fulfillment, incident triage, remediation, and standard change execution. These actions can be initiated manually or automatically based on pre-defined conditions or attributes.



## 100+ Out-of-the-Box Workflows

Pre-configured processes are available out-of-the-box, such as creating problems or new catalog items, canceling service orders, and launching password resets. These actions can be easily configured to meet your needs.



## Role-Based, Multi-Level Security

Authorize access to initiate One-Step actions based on custom role-based permissions.



## Mobile Technician Enablement

Field staff can quickly perform common tasks such as tracking task times, searching for configuration information based on a barcode scans, attaching pictures to incidents, and creating problems from incidents.



## Graphical Setup Wizard

The graphical setup wizard provides simple configuration capabilities to manage, create, edit, and delete One-Steps.



## Integration with Third-Party Products

One-Steps can dynamically call a Web Service in order to integrate with and exchange data with third-party products.

