ZENworks Service Desk Store

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MICRO FOCUS®

1 Store

ZENworks Service Desk Store is a self-service portal that enables users to submit their service requests. For customers the Store feature is a one stop shop experience that enables them to request services related to their work and for administrators it is a one stop experience that enables them to manage and track the organization's assets. Work flows and Service Level Agreements (SLAs) are enhanced for service requests that require approval from the 'store manager'.

The following service types are available in the Store:

- **Software:** Everyday applications and systems - these are automatically installed through ZENworks integration (after approval if required)
- **Hardware (managed):** Desktops, laptops, phones, and other devices
- **Hardware (non-managed):** Items such as cars and SIM cards for the mobile automatic ownership assignment facilitates asset tracking for non-managed assets
- **Abstract ownership:** Items such as trainings, videos, and files

You can view the Store details in the following portals:

1.1 Administrator Portal

1.1.1 Enabling the Store

To enable the store settings:

1 Log in as an administrator.

2 Click **Setup** > **Privileges** > **System**.

3 In the **System** tab, under **Store Settings**, configure the settings:

- **Store Config Enable:** Select **On** to enable the store feature in the User portal.
- **Store Customer Enable:** Select **On** to enable the store feature in the Customer portal.

4 Click **Save** to save the configuration settings.

The **Store Setup** menu is displayed.

IMPORTANT

- You can set default view as Store for end-users (**Setup** > **Privileges** > **Customer** > **Default Tab**).

- The Store feature is enabled and the customer does not have privileges to create a service request, and if you want customer to view the store service request, then the service request should be set to **View** (under **Setup** > **Privileges** > **Customer** > **Service Request**) for the customer to view the request in the **Requests** and **Home** pages.

1.1.2 Enabling the ZENworks Store

To enable the ZENworks store settings:

1 Log in as an administrator.

2 Click **Setup** > **Privileges** > **System**.

3 In the **Stores Settings** panel, set the **Enable ZENworks Integration** option to **On**.

4 Click **Save** to save the configuration settings.

The **ZENworks** sub menu is displayed.

5 Click **Setup** > **ZENworks**.

6 In **ZENworks Setup**, click the **Store** tab, and then configure the store settings:

- **Enable ZENworks Store:** Select **On** to enable store menu.

- **Sync ZENworks Bundle Metadata:** Select **Always** to update bundle icons and descriptions from ZENworks on every sync. Else, select **First Time** to update a bundle icons and descriptions from ZENworks on first import of the item.

- **ZENworks Bundle Administrator:** Select an administrator who has bundle privileges.

7 Click **Test** to check whether the connection with the ZENworks Server is established.

8 Click **Save** to save the configuration settings.

The Windows, iOS, and, Android bundles are displayed under **Store Capable**, if you have imported. Else, import bundles through **ZENworks Import**.

1.2 User Portal

After an administrator enables the Store Setup settings. The Store Setup menu is displayed in the User portal and users who has configuration privileges can be viewed.

The Store Setup has the following sub menus:

1.2.1 Store Capable

The Store Capable option is viewed for the service categories, service item types, and services that are capable to being promoted as the store items.

To enable **Store Capable** settings:

1 Choose **Configuration** and click Items, Item Types, or Categories.

2 Click the **Edit** tab.

3 Select the **Store Capable** as **Yes**.

4 (Optional) Select **Apply Changes to all** as **Yes**, (applicable only for **Item Types** and **Categories**) if you want to apply to all Item types and Items under particular Category or Item Types.

   You can set Store Capable as **No** for a particular items, item types, and categories.

5 Click **Save**.

   After configuration, all the items that are store capable is displayed under **Store Capable** (**Store Setup** > **Store Capable**).

In the Store Capable Items page you can perform the following:

- **Item Information:** Enables you to view the store capable item information details. In this page you cannot be able to edit the information.

- **Search:** Enables you to search for the required items. For more information, see *"Searching for a Store Capable Item" on page 3*.

- **Promote:** Enables you to promote store capable items as the store items. For more information, see *"Promoting the Store Capable Items to Store Items" on page 4*.

- **Export:** Enables you to export items into a PDF or an Excel format.

- **Filter:** Enables you to display filters that are defined.

- **Display:** Enables you to change the number of items that you want to display on the page.

- **Change View:** Enables you to change the view. For more information, see *List Views*.

1.2.1.1 Searching for a Store Capable Item

To search for a store capable item:

1 Click the **Search** button.

2 Choose the **Global Options** as **Attributes** or **Full Text**.

   2a If you select **Attributes**, then specify a store item attribute (**Item No**, **Team**, **Description**, **Notes**, **Manufacturer**, **Item Category**, **Item Type**, or **Status**). Based on the selected **Item Category**, fields are displayed.

   2b If you select **Full Text**, then specify a string related to the store item.

3 Click the **Search** button.

   The search result is displayed.

   If you want to save the view as a filter, in the **Filter** list, you can define the filter using the **Save View** as filter option. In the **Filter Definition** panel, specify the details, and then click **Save**.

1.2.1.2 Promoting the Store Capable Items to Store Items

To promote the store capable items:

1 Select items and click **Promote**.

2 In the Store Capable Items for Promotion page, specify the following:

- ◆ **Store Template:** Templates that are created in **Store Templates** are displayed in the **Available Templates** field. Select templates using the arrow (right and left) icons. The selected templates are displayed in the **Selected Templates** field. The templates can be moved up or down using the arrow (up and down) icons based on the workflow.

  Consider a scenario where John is a member of the Finance organization unit but is also assigned visibility in the Strategy team template. When John requests for the store item, Service Desk will match the first template against which his name is displayed in the hierarchy and his claim will be processed accordingly. This allows for flexibility in treating requests.

  Click the **Create Template** hyperlink to create a template. For information, see *Creating a Store Template*.

- ◆ **Find Store Categorization:** Strings that are used to create a store categorization name and then click the **Search** icon. The store categorizations are displayed. Click the required store categorization.

- ◆ **Store Categorization:** The store categorizations that are selected is displayed. You can remove the store categorizations by clicking the remove icon.

  Click **Create Categorization** hyperlink to create a categorization. For information, see *Creating a Store Categorization*.

- ◆ **Publish:** Select **Yes** to publish the store capable items.

- ◆ **Extension:** Select Extension Override if you want to override the default extension. In the Extension drop-down, select the required extension.

- ◆ **LDAP Group Details:** Select the required LDAP Groups to add the requesting users to the LDAP groups.

  NOTE: This option is available only when LDAP Group Extension is selected in the Extension panel.

- ◆ **Items for Promotion**

  The store capable items that are selected for promotion is displayed.

  - ◆ **Add:** Click **Add**. In the **Find Item** (**Item Number**) field, specify a string for the item number and then click the search icon. The store capable items are displayed. Click the required store capable items that you want to promote

  - ◆ **Remove:** Select the store capable items that you want to remove and click **Remove**.

3 Click **Save**.

1.2.2 Store Templates

It contains the parameters that need to be applied on the Store Capable Item. It includes SLAs, workflows, teams which need to work on the store item, visibility of the item to users, and organization units. This is provided through a hierarchy of templates so that users belonging to different organization units can be served with different workflows.

For common requests, the requester will be matched against the first template containing the requester details.

Requests provide a way to differentiate store items between users. Consider a scenario where John and Peter are members of the same Finance organization unit. John has been assigned a template while Peter has not been assigned a template. In this scenario, only John can view the item in the store.

Consider a scenario where John is a member of the Finance organization unit and Peter a member of the Marketing unit. Both can view the store items and request for them, but their requests will be handled differently because the templates to which they belong are different -which means the associated parameters such as workflows and SLAs are different.

Consider an another scenario where John is a member of the Finance organization unit but is also assigned visibility in the Strategy team template. When John requests for the store item, Service Desk will match the first template against which his name is displayed in the hierarchy and his claim will be processed accordingly. This allows for flexibility in treating requests.

You can perform the following in the Store Template page:

- Section 1.2.2.1, "Creating a Store Template," on page 5
- Section 1.2.2.2, "Editing a Store Template," on page 6
- Section 1.2.2.3, "Duplicating a Store Template," on page 6
- Section 1.2.2.4, "Deleting a Store Template," on page 7

1.2.2.1 Creating a Store Template

To create a store template:

1 Choose **Store Setup** and click **Store Templates**.

2 Click **New** and specify the following store templates details:

Details

- **Name:** Name for the store template.
- **Default SLA:** The SLA assigned to the service request when a store item is requested. This is applied if the Item, Customer, or Organizational unit does not have a valid maintenance contract. The Default SLA selected determines the Workflow options displayed at Default Workflow.
- **Default Workflow:** The Workflow list is displayed based on the default SLA selected. Select the default Workflow to assign to the service request created for a store item. For more information about Workflows, see Workflows.
- **Default Status:** The status of the service request. Select the status for the template. This list will be based on the default workflow selected for the store item request. The store request will be created with the selected state.
- **Impact:** The proposed impact the request has to a Customer or Organizational Unit.

  (This option is only visible if the **Admin** > **Setup** > **Privileges** > **Request** > **Request Priority** is set to **Derived**.)

- **Urgency:** The proposed urgency to have the request resolved for the Customer or Organizational Unit.

  (This option is only visible if the **Admin** > **Setup** > **Privileges** > **Request** > **Request Priority** is set to **Derived**.)

- **Priority:** Based on the Impact and Urgency the priority is displayed.

  If this field is editable, select the Priority that reflects the degree of impact and urgency of the issue.

  Alternatively, if the **Admin** > **Setup** > **Privileges** > **Request** > **Request Priority** is set to **Derived**. the Priority is displayed based on Impact and Urgency.

Auto Assignment: Select **Yes**, if you want the bundle to be assigned automatically.

- **Assignment Status:** The status on which the bundle assignment happens.
- **Success State:** If the **Success State** is selected, the request will move to the selected state when the bundle assignment is successful. Else, the request will remain in **Assignment Status**.
- **Failure State:** If the **Failure State** is selected, the request will move to the selected state when the bundle assignment is failed. Else, the request will remain in **Assignment Status**.

Notification:

- **Customer:** If applicable, set the type of notification and define if updates are to be sent to the Customer related to the request, or if all Owners of the Item are to be also updated.
- **Customer CCs:** If applicable, specify the email details of any other customers who must be notified regarding activity related to the request.
- **Technician:** If applicable, set the type of notification, and select if the Technician, Layer or Team is to be notified about the request activity when it is logged into the system.
- **Technician CCs:** If applicable, enter the email details of any other Users who must be notified regarding activity related to the request.

Description: Description for the store template.

3 Click **Save**.

1.2.2.2 Editing a Store Template

To edit a store template:

1 Choose **Store Setup** and click **Store Templates**.
2 In the Store Templates page, click the required template that you want to edit.
3 Click **Edit** and then update the fields.

   For fields information, see Creating a Template.
4 Click **Save**.

1.2.2.3 Duplicating a Store Template

To duplicate a store template:

1 Choose **Store Setup** and click **Store Templates**.
2 In the Store Templates page, click the required template that you want to edit.
3 Click **Edit** and click **Duplicate**.

   For fields information, see Creating a Template.
4 Click **Save**.

1.2.2.4 Deleting a Store Template

If the store template is assigned to a store item, then it cannot be deleted.

To delete a store template:

1 In the Store Templates page, click the required template that you want to delete.

2 Click **Edit** and click **Delete**.

3 Click **OK**.

1.2.3 Store Items

You can apply a store template to a store capable item and promote it as a store item. The store item is displayed in the **Store User** (**Store Customer** portal) page. Store items can have their own description, icons, and request description templates.

You can perform the following in the Store Items page:

- Section 1.2.3.1, "Editing the Promoted store Item," on page 7
- Section 1.2.3.2, "Deleting the Promoted Store Item," on page 7

1.2.3.1 Editing the Promoted store Item

To edit the promoted store item:

1 In the Store Items page, click the required store item.

2 Click **Edit** and change the required fields:

- **Name:** The name of the store item.
- **Icon:** Browse and select the required icon.
- **Store Template:** Templates that are created in **Store Templates** are displayed in the **Available Templates** field. Select templates using the arrow (right and left) icons. The selected templates are displayed in the **Selected Templates** field. The templates can be moved up or down using the arrow (up and down) icons based on the workflow.
- **Associated Item Name:** The name associated with the store item.
- **Find Store Categorization:** Strings that are used to create a store categorization name and then click the **Search** icon. The store categorizations are displayed. Click the required store categorization.
- **Categorization:** The store categorizations that are selected is displayed. You can remove the store categorizations by clicking the remove icon.
- **Publish:** Select **Yes** to publish the store items and it will be displayed in the Customer portal.
- **Description:** Description for the store item.
- **Audit Trail:** The activity related to store item request, which can be exported to PDF.

3 Click **Save**.

1.2.3.2 Deleting the Promoted Store Item

To delete the promoted store item:

1 In the Store Items page, click the required store item.

2 Click **Edit** and click **Delete**.

3 Click **OK**.

1.2.4 Store Categorization

It enables technicians to add different categorizations to Store Items. These categorizations allow searchability and clear separation between different Store items with similar names but different functionalities.

You can perform the following in the Store Categorization:

1.2.4.1 Creating a Store Categorization

To create a store categorization:

1 Choose **Store Setup** and click **Store Categorization**.

2 Click **New** and specify the following store categorization details:

- **Name:** Name for the store categorization.
- **Description:** Description for the store categorization.

3 Click **Save**.

1.2.4.2 Editing a Store Categorization

To edit a store categorization:

1 In the Store Categorization page, click the required store categorization.

2 Click **Edit** and modify the fields.

3 Click **Save**.

1.2.4.3 Deleting a Store Categorization

If the store categorization is assigned to a store item, then it cannot be deleted.

To delete a store categorization:

1 In the Store Categorization page, select the required store categorization.

2 Click **Delete**.

1.2.5 Store Extension

Store extension enables communication between applications to facilitate automation of certain tasks that require actions from a technician or an administrator. For example, one extension which is bundled with Service Desk enables communication with ZENworks system management application to automate installation of Windows and iOS bundles based on end-user request. You can write an extension to enable automation of purchase order, imaging, or policy management within different application inside Service Desk.

By default, Service Desk is configured to use ZENworks based extension (Windows or iOS or Android Bundle Extension) for the ZENworks bundle assignment through store, you can override this behavior to use LDAP group based assignment by selecting LDAP Extension at Category, Item Type, Promote Item or Store Item level. You can select the desired groups at the Promote Item or the Store Item page.

Store extension can be integrated with system management, fault management, mobile management, and network management.

You can perform the following in the Store Extension page:

- Section 1.2.5.1, "Creating a Store Extension," on page 9
- Section 1.2.5.2, "Editing a Store Extension," on page 9
- Section 1.2.5.3, "Deleting a Store Extension," on page 9
- Section 1.2.5.4, "Built-in System Extensions," on page 9

1.2.5.1 Creating a Store Extension

To create a store extension:

1 Choose **Store Setup** and click **Store Extension**.

2 Click **New** and specify the following store extension details:

- **Name:** Name for the store extension.
- **Class Path:** Fully qualified class-path of store extension. For example, `com.microfocus.MyExtensionImpl`

   For custom extension class path should contain the name of a Java class that has been compiled into a jar file and added to the LiveTime classpath.

   For more information, see the section *ZSD Store Extensions* in the *ZENworks Service Desk Developer Resources*.

- **Description:** Description for the store extension.

3 Click **Save**.

1.2.5.2 Editing a Store Extension

To edit a store extension:

1 In the Store Extension page, click the extension.

2 Click **Edit** and modify the store extension details.

3 Click **Save**.

1.2.5.3 Deleting a Store Extension

To delete a store extension:

1 In the Store Extension page, select the store extension.

2 Click **Delete**.

1.2.5.4 Built-in System Extensions

The following system extensions are available after configuring the ZENworks Store feature:

- Windows Bundle Extension (User-based Assignments)
- Windows Bundle Extension (Device-based Assignments)
- iOS Bundle Extension (User-based Assignments)
- iOS Bundle Extension (Device-based Assignments)
- Android Bundle Extension (User-based Assignments)
- Android Bundle Extension (Device-based Assignments)
- LDAP Group Extension

Windows Bundle Extension (User-based Assignments)

Windows Bundle Extension assigns Windows bundles to the customer (user-based assignment) who has requested for the associated store item.

You can configure the Shortcut locations for the Windows bundle by changing the following values in the `system.properties` file:

```
#Desktop
livetime.windowsBundleDesktop=false
#Start Menu
livetime.windowsBundleStartMenu=false
#System Tray
livetime.windowsBundleSystemTray=false
#Quick Launch
livetime.windowsBundleQuickLaunch=false
#Application Window
livetime.windowsBundleAppWindow=true
```

Windows Bundle Extension (Device-based Assignments)

Windows Bundle Extension assigns Windows bundles to the customer (device-based assignment) who has requested for the associated store item.

You can configure the Shortcut locations for the Windows bundle by changing the following values in the `system.properties` file:

```
#Desktop
livetime.windowsBundleDesktop=false
#Start Menu
livetime.windowsBundleStartMenu=false
#System Tray
livetime.windowsBundleSystemTray=false
#Quick Launch
livetime.windowsBundleQuickLaunch=false
#Application Window
livetime.windowsBundleAppWindow=true
```

iOS Bundle Extension (User-based Assignments)

iOS Bundle Extension assigns iOS or iOS Volume Purchase Program (VPP) bundles to the customer (user-based assignment) who has requested for the associated store item.

You can configure the iOS bundle installation schedule by changing the following values in the system.properties file:

```
# false = Next Refresh, true = Every Refresh
livetime.iOSBundleEveryRefresh=false
```

iOS Bundle Extension (Device-based Assignments)

iOS Bundle Extension assigns iOS or iOS Volume Purchase Program (VPP) bundles to the customer (device-based assignment) who has requested for the associated store item.

You can configure the iOS bundle installation schedule by changing the following values in the system.properties file:

```
# false = Next Refresh, true = Every Refresh
livetime.iOSBundleEveryRefresh=false
```

Android Bundle Extension (User-based Assignments)

Android Bundle Extension assigns Android bundles to the customer (user-based assignment) who has requested for the associated store item.

You can configure the Android bundle installation schedule by changing the following values in the system.properties file:

```
# false = Next Refresh, true = Every Refresh
livetime.androidBundleEveryRefresh=false
```

Android Bundle Extension (Device-based Assignments)

Android Bundle Extension assigns Android bundles to the customer (device-based assignment) who has requested for the associated store item.

You can configure the Android bundle installation schedule by changing the following values in the system.properties file:

```
# false = Next Refresh, true = Every Refresh
livetime.androidBundleEveryRefresh=false
```

LDAP Group Extension

To use the LDAP Group extension, LDAP groups must be imported. LDAP Group Extension assign users to LDAP groups based on configurations.

1.3 Customer Portal

The Store tab enables you to view store items that are assigned to customers based on the roles and privileges. Customers can create a request on the available items. Administrators can set default view as Store for end-users (**Setup** > **Privileges** > **Customer** > **Default Tab**).

You can perform the following:

- Section 1.3.1, "Searching for a Store Item," on page 11
- Section 1.3.2, "Searching for a Store Item Using the Store Categorization," on page 11
- Section 1.3.3, "Creating a Request," on page 12

1.3.1 Searching for a Store Item

To search for a store item:

1 In the Store Search section, specify a relevant string in the **Store Item Name**, **Description**, or both.

2 Click the **Search** icon.

The store Items for Windows, iOS and both are displayed.

1.3.2 Searching for a Store Item Using the Store Categorization

You can search store items by selecting the required store categorization in the **Store Categorization** section. You can select multiple categorization as well.

1 In the **Store Categorization** section, select the required categorization.

The store Items for Windows, iOS and both are displayed.

    2 In the **Store Items** section, you can perform the following:

- Click **Windows** to display store Items for Windows.
- Click **iOS** to display store items for iOS.
- Click **All** to display store items for Windows and iOS.

    3 If you want to search for the particular items in Windows or iOS, then in the **Store Categorization** section select the required store categorizations.

1.3.3 Creating a Request

To create a request:

    1 Click on the store item that you want to create a request.

    2 Update the **Request Description** as required and then click **Create Request**.

    The created request is displayed in the **Requests** and **Home** pages.

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