

Mobile App Quick Start

Service Desk Mobile App 1.0

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Novell.



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Novell, Inc.
1800 South Novell Place
Provo, UT 84606
U.S.A.
www.novell.com

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About This Guide

The *Novell Service Desk Mobile App Quick Start* includes information about managing and supporting customer requests by using a mobile device.

The information in this guide is organized as follows:

- ♦ [Chapter 1, “Overview,” on page 7](#)
- ♦ [Chapter 2, “Using the Novell Service Desk Mobile App,” on page 9](#)

Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the User Comments feature at the bottom of each page of the online documentation.

Additional Documentation

Novell Service Desk is supported by other documentation that you can use to learn about and implement the product. For additional documentation, see the [Novell Service Desk documentation website \(http://www.novell.com/documentation/servicedesk71/\)](http://www.novell.com/documentation/servicedesk71/).

1 Overview

Novell Service Desk is a complete service management solution that allows you to easily monitor and solve issues regarding services ensuring minimal disruption to your organization, thereby enabling you to focus on core business activities.

Whether you are at your desk or at a remote location, now you can manage and support your customer requests by using your mobile device.

Important features of Novell Service Desk Mobile App

The Novell Service Desk Mobile App allows you to:

- ◆ Easily review your tasks and your team's tasks and take action
- ◆ Drill down into any request and review the complete history
- ◆ Add notes to requests and change status
- ◆ View Service Metrics dashboard

This chapter includes:


- ◆ [Section 1.1, "Supported Mobile Devices," on page 7](#)
- ◆ [Section 1.2, "Installing the Mobile App," on page 7](#)

1.1 Supported Mobile Devices

The Novell Service Desk Mobile App is supported on:

- ◆ Android 2.2 or later
- ◆ IOS 5.x or later

1.2 Installing the Mobile App

Download the Novell Service Desk Mobile App from the Google Play App Store (formerly known as the Android Market). To locate the App, search for `Novell Service Desk` .

2 Using the Novell Service Desk Mobile App


This chapter contains the following sections:

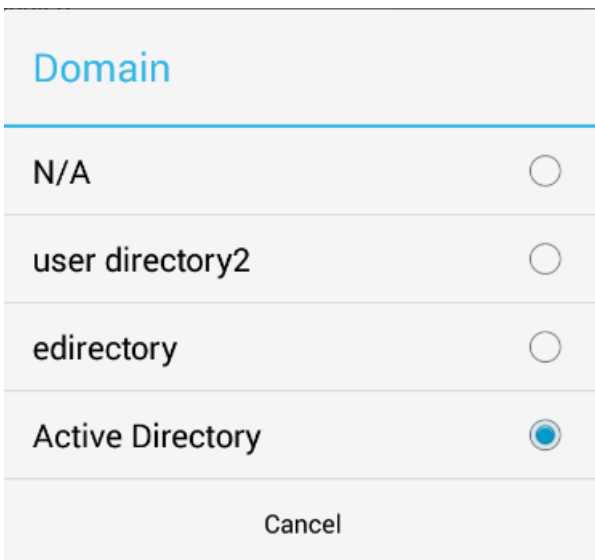
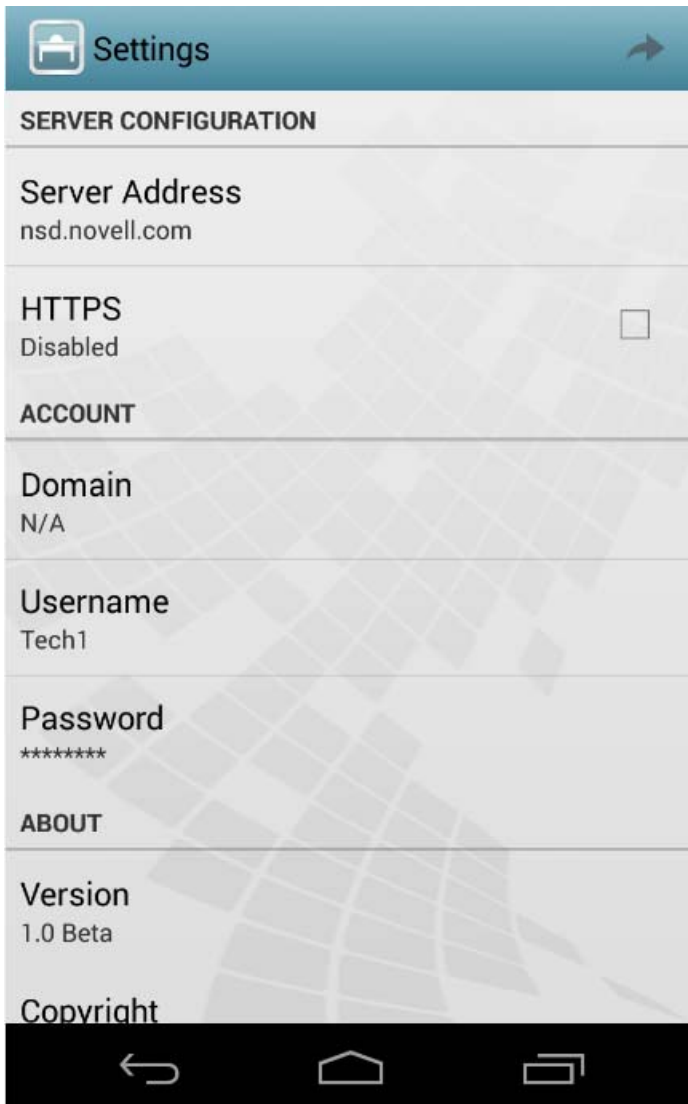
- ♦ Section 2.1, “Mobile App Settings,” on page 9
- ♦ Section 2.2, “Viewing the Novell Service Desk Tasks,” on page 11
- ♦ Section 2.3, “Task Icons,” on page 12
- ♦ Section 2.4, “Viewing Request Details,” on page 12
- ♦ Section 2.5, “Editing Requests,” on page 13
- ♦ Section 2.6, “Viewing the Dashboard,” on page 14

2.1 Mobile App Settings

Use the following settings to configure the Novell Service Desk Mobile App:

Settings	Actions
Server Address	Enter the Novell Service Desk Server address.
Domain	Use the drop-down to select your LDAP domain.
Username	Enter the user name of the technician or the supervisor.
Password	Enter the password.
HTTPS	Enable HTTPS if your Novell Service Desk server is configured to support HTTPS.

You can click the  icon and log in to Novell Service Desk.




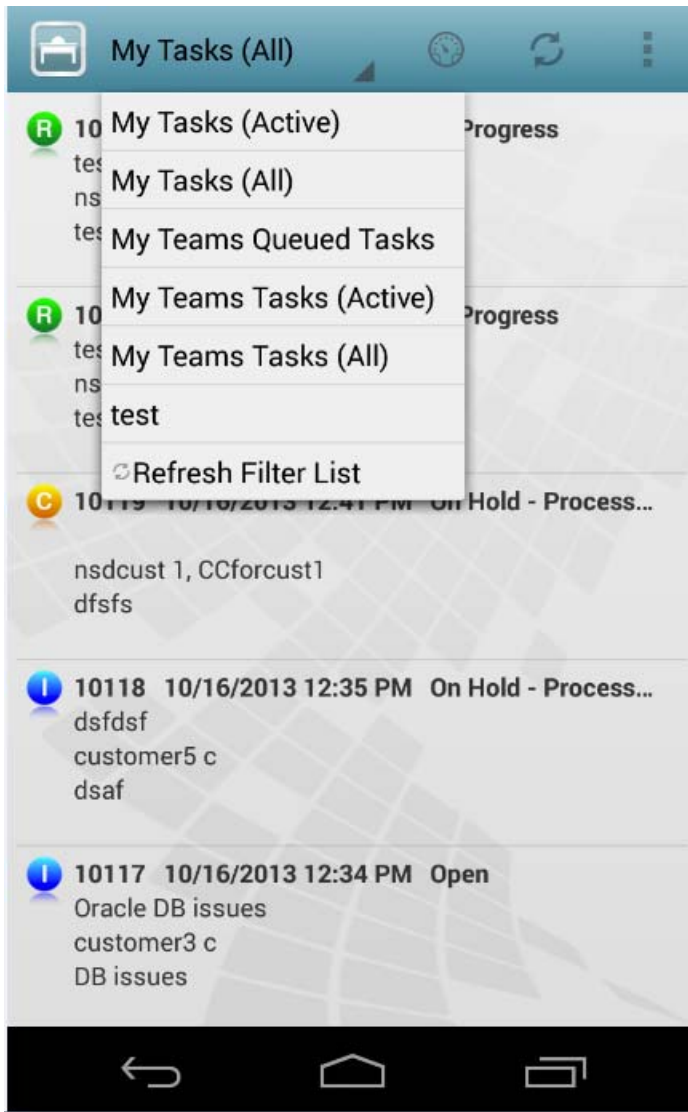
2.2 Viewing the Novell Service Desk Tasks

The Tasks tab appears when you first log in to the App. You can use the filter from the Tasks tab and view the following tasks displayed for a logged-in user:

- ◆ **My Tasks (Active):** Current active tasks allocated.
- ◆ **My Tasks (All):** All the tasks allocated.
- ◆ **My Team Tasks (Active):** Current active tasks allocated to the team(s) associated.
- ◆ **My Team Tasks (All):** All the tasks allocated to the team(s) associated.
- ◆ **Refresh Filter List:** Refreshes the filter list.






NOTE

- ◆ You can create and add a custom task item to the Tasks tab.
 - ◆ To refresh the tasks, click the  icon.
-



2.3 Task Icons

The following table shows the list of icons associated with different tasks:

Icon	Description
	This icon indicates that the request belongs to the Request Fulfillment process.
	This icon indicates that the request belongs to the Change Management process.
	This icon indicates that the request belongs to the Release and Deployment process.
	This icon indicates that the request belongs to the Incident Management process.
	This icon indicates that the request belongs to the Problem Management process.

2.4 Viewing Request Details

You can view the request details by clicking on the requests as follows:

- ♦ **Notes:** Displays notes recorded for the tasks along with the date and time stamp.

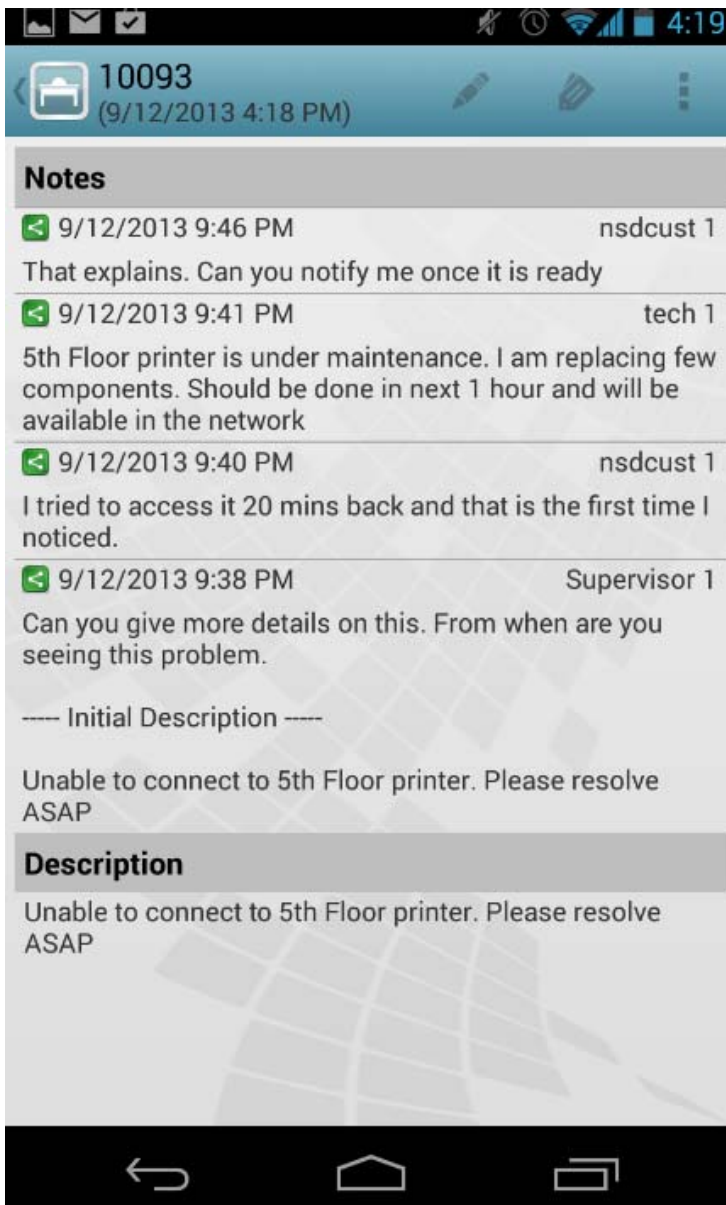


icon indicates that a note is private and can be viewed only by users who have the specified rights.




icon indicates that the note is a public and can be viewed by all users.


- ♦ **Description:** Displays description about the note added for the associated task.

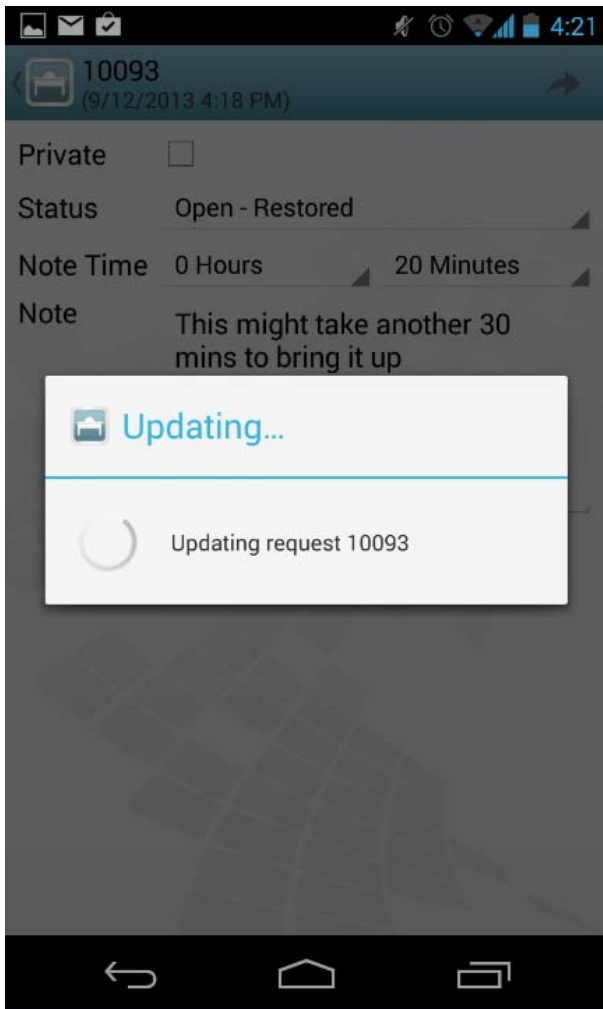


2.5 Editing Requests

To edit requests, click the  icon. This opens requests in the edit mode. You can perform the following activities for the displayed items:

- ◆ **Private:** You can adjust the visibility of a note. Check the Private box to mark a note as private and un-check the box to make it public.
- ◆ **Status:** You can modify the status by using the drop-down.
- ◆ **Note Time:** You can enter the note time in this field.

Click the  icon to submit your changes.



To view the History and other details of a request, click the  icon.

2.6 Viewing the Dashboard

Click the  icon to view the Novell Service Desk App Dashboard.

