

ZENworks Service Desk Getting Started

October 2018



Following are the configuration tasks that should be performed before you get started with the ZENworks Service Desk:

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- ♦ Section 2, “Additional Tasks,” on page 2
- ♦ Section 3, “Legal Notices,” on page 3

1 Minimal Configuration

Following are some of the minimal configuration tasks that should be performed before using ZENworks Service Desk:

- ♦ Section 1.1, “Configuring License,” on page 1
- ♦ Section 1.2, “Connecting to ZENworks,” on page 1
- ♦ Section 1.3, “Configuring Email,” on page 1
- ♦ Section 1.4, “Configure Users - Importing Users from LDAP,” on page 2
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- ♦ Section 1.9, “Configure ZENworks Integration - Importing ZENworks Items,” on page 2

1.1 Configuring License

Enables you to access all the product features.

 <http://www.youtube.com/watch?v=M3ZDp1NwTEY>

1.2 Connecting to ZENworks

Enables you to import the LDAP configuration and ZENworks functionality in Service Desk.

 <http://www.youtube.com/watch?v=cx9KKMyWNQg>

1.3 Configuring Email

Enables users to create and update requests through email and receive notifications.

 <http://www.youtube.com/watch?v=-PPjTrsHttU>

1.4 Configure Users - Importing Users from LDAP

Configure the LDAP details and sync parameters to include users and groups in the system.

 http://www.youtube.com/watch?v=hdetG9Y_mt4

NOTE: After importing users from LDAP, ensure that you logout and login with the user credentials that has both supervisor and administrator roles to access the getting started page.

1.5 Configure Users - Configuring Roles and Processes

Configure user roles and the related processes to which the users have rights.

 http://www.youtube.com/watch?v=Rf_PnRcUQ9A

1.6 Configure SLAs and Teams - Creating SLAs and Workflows

Define SLAs and workflows that are required in your environment.

 <http://www.youtube.com/watch?v=kcooZbtsRpc>

1.7 Configure SLAs and Teams - Creating Teams and assign Users

Define the teams and the users within these teams who will service requests.

 <http://www.youtube.com/watch?v=ZoW0TPnrU7g>

1.8 Configure ZENworks Integration - Configuring ZENworks Store

If using ZENworks, enable the ZENworks Store for automated self-service access to ZENworks bundles.

 <http://www.youtube.com/watch?v=h7Ai3K1yZhI>

1.9 Configure ZENworks Integration - Importing ZENworks Items

If using ZENworks, import hardware, mobile devices, bundles and software as CMDB Items.

 <http://www.youtube.com/watch?v=6HRPZC9NvMU>

2 Additional Tasks

Following are some of the additional tasks that should be performed before using ZENworks Service Desk.

- ♦ [Section 2.1, “Configuring Privileges,” on page 3](#)
- ♦ [Section 2.2, “Customizing Product,” on page 3](#)

2.1 Configuring Privileges

Enables you to configure how the system functions. You can modify privileges for users, customers, requests, and system.

 <http://www.youtube.com/watch?v=cVzaQ-ON6hl>

2.2 Customizing Product

Enables you to customize the look and feel of the product as per your requirements.

 <http://www.youtube.com/watch?v=3o62-TF4M74>

3 Legal Notices

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