

# Kelverion

## IM for ManageEngine ServiceDesk Plus

### ServiceDesk Plus Smart Discovery Integration for Azure Automation

Integrating with ManageEngine ServiceDesk Plus directly via PowerShell requires you to know upfront exactly what Request, Field names and Field values you want to interact with before you can start configuring your ManageEngine ServiceDesk Plus API calls.

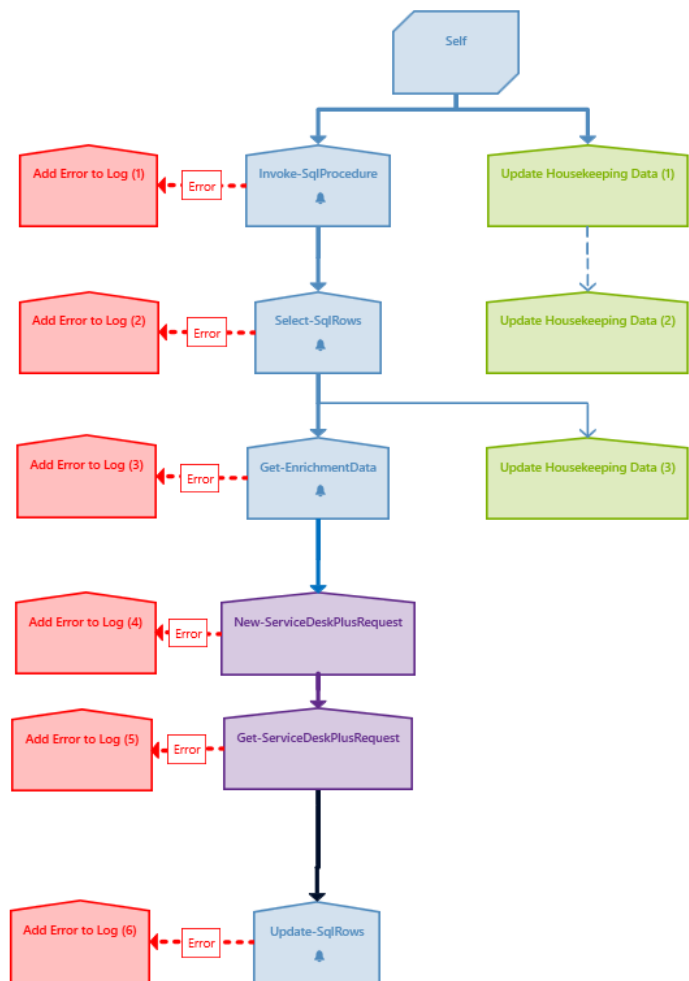
The Integration Module for ManageEngine ServiceDesk Plus provides a set of ready built activities for integrating with ManageEngine ServiceDesk Plus from within Azure Automation and the Kelverion Runbook Studio. These are forms driven activities which allow you to define interactions with ManageEngine ServiceDesk Plus without having to write any PowerShell code.

When the Integration Module is used from within the Runbook Studio you also get the benefit of the Smart Discovery. You create a Smart Connection to a ManageEngine ServiceDesk Plus and the IM will query the Instance to find out the Request types in that Instance and presents you a list of the available Request types. You then select a Request type and the IM will automatically configure its self to show all the Fields in the Request type as a Parameter for the command and the preconfigured value for the Fields where appropriate.

This means you don't need to be an expert on the ManageEngine ServiceDesk Plus configuration before you can interact with it because the IM will tell you how the system is configured and then you just configure the activity to achieve the interaction you require.

For example if you want to get a Request from ManageEngine ServiceDesk Plus you often what to limit the Request selected to those where the contents of a fields equals a given value. In the activity for Get-ServiceDeskPlusRequest there is a filter option and the IM immediately presents you with a list of the fields in the Request type you selected to set your filter criteria against.

When done from within the Runbook Studio this is all achieved without writing any PowerShell script.



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## IM FOR MANAGEENGINE SERVICEDESK PLUS

<b>Close-ServiceDeskPlusRequest</b>	Close a ServiceDesk Plus request	<b>New-ServiceDeskPlusRequestTaskWorklog</b>	Add a worklog to a ServiceDesk Plus request task
<b>Get-ServiceDeskPlusRequest</b>	Get ServiceDesk Plus requests	<b>New-ServiceDeskPlusRequest-Worklog</b>	Add a worklog to a ServiceDesk Plus request
<b>Get-ServiceDeskPlusRequest-Note</b>	Get notes for a ServiceDesk Plus request	<b>Remove-ServiceDeskPlusRequest</b>	Remove a ServiceDesk Plus request
<b>Get-ServiceDeskPlusRequestTask</b>	Get tasks for a ServiceDesk Plus request	<b>Remove-ServiceDeskPlusRequest-Note</b>	Remove a ServiceDesk Plus request note
<b>Get-ServiceDeskPlusRequestTaskWorklog</b>	Get worklogs for a ServiceDesk Plus request task	<b>Remove-ServiceDeskPlusRequestTask</b>	Remove a ServiceDesk Plus request task
<b>Get-ServiceDeskPlusRequest-Worklog</b>	Get worklogs for a ServiceDesk Plus request	<b>Remove-ServiceDeskPlusRequestTaskWorklog</b>	Remove a ServiceDesk Plus request task worklog
<b>Get-ServiceDeskPlusTechnician</b>	Get ServiceDesk Plus technicians	<b>Remove-ServiceDeskPlusRequest-Worklog</b>	Remove a ServiceDesk Plus request worklog
<b>Get-ServiceDeskPlusUser</b>	Get ServiceDesk Plus users	<b>Set-ServiceDeskPlusRequest</b>	Update a ServiceDesk Plus request
<b>New-ServiceDeskPlusRefreshToken</b>	Generate a new OAuth 2.0 refresh token	<b>Set-ServiceDeskPlusRequest-Note</b>	Update a ServiceDesk Plus request note
<b>New-ServiceDeskPlusRequest</b>	Create a new ServiceDesk Plus request	<b>Set-ServiceDeskPlusRequestTask</b>	Update a ServiceDesk Plus request task
<b>New-ServiceDeskPlusRequest-Note</b>	Add a note to a ServiceDesk Plus request	<b>Set-ServiceDeskPlusRequestTaskWorklog</b>	Update a ServiceDesk Plus request task worklog
<b>New-ServiceDeskPlusRequestTask</b>	Add a task to a ServiceDesk Plus request		



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The Key capabilities added to your Runbook Studio solution include:

- Automatically builds and executes the necessary ManageEngine ServiceDesk Plus interactions without the user having to write or understand PowerShell
- Simplifies Runbook design by automatically mapping Request fields to input properties, filters and published data items
- Prevents errors by controlling access to read-only fields, enforcing mandatory inputs and by providing value browsers for common data types.
- Smart Connections establish a reusable link between the Runbook Studio and a specific ManageEngine ServiceDesk Plus instance. You can create as many Smart Connections as you require, specifying links to multiple ManageEngine ServiceDesk Plus instances. You can also create multiple Smart Connections to the same ManageEngine ServiceDesk Plus instance to allow for differences in security privileges for different user accounts.

```
▼ Kelverion.ServiceDeskPlus
  Close-ServiceDeskPlusRequest
  Get-ServiceDeskPlusRequest
  Get-ServiceDeskPlusRequestNote
  Get-ServiceDeskPlusRequestTask
  Get-ServiceDeskPlusRequestTaskWorklog
  Get-ServiceDeskPlusRequestWorklog
  Get-ServiceDeskPlusTechnician
  Get-ServiceDeskPlusUser
  New-ServiceDeskPlusRefreshToken
  New-ServiceDeskPlusRequest
  New-ServiceDeskPlusRequestNote
  New-ServiceDeskPlusRequestTask
  New-ServiceDeskPlusRequestTaskWorklog
  New-ServiceDeskPlusRequestWorklog
  Remove-ServiceDeskPlusRequest
  Remove-ServiceDeskPlusRequestNote
  Remove-ServiceDeskPlusRequestTask
  Remove-ServiceDeskPlusRequestTaskWorklog
  Remove-ServiceDeskPlusRequestWorklog
  Set-ServiceDeskPlusRequest
  Set-ServiceDeskPlusRequestNote
  Set-ServiceDeskPlusRequestTask
  Set-ServiceDeskPlusRequestTaskWorklog
  Set-ServiceDeskPlusRequestWorklog
```

For more information on the Kelverion Integration Module for ManageEngine ServiceDesk Plus please contact [info@kelverion.com](mailto:info@kelverion.com).

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