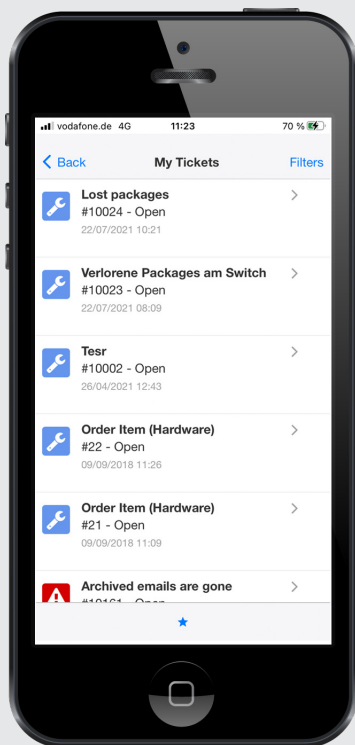# iET® Mobile:
Anytime, Anywhere Access to Service Operations Data

Key Benefits of iET Mobile

▶ Increased customer satisfaction, as users have access to their tickets (incidents, changes etc.) from any location

▶ Reduced numbers of service desk calls

▶ Greater transparency and accurate oversight, with a decreased risk of multiple entry of inquiries

▶ Increased staff productivity and reduced costs due to decreased administrative effort and full electronic support for service desk processes

▶ No additional web or app development needed to make your data available on a mobile device

The iET Mobile app gives users convenient access to data in iET ITSM from their mobile devices such as smartphones and tablets. Service incidents and change requests can be entered and maintained from anywhere in the world, at any time.

End users only have to log in to the app once. Their assigned tickets will then automatically be displayed on their mobile device.

To gain access to the app, all that users need is a network connection to the server, for example using a wireless network or 4G. Data is always up-to-date and automatically refreshed, so there is no need for manual data synchronization.

Functions

▶ Log an incident

▶ Request a change

▶ Access the current status of incidents and changes

▶ View updates on ongoing inquiries

▶ Access frequently asked questions (FAQ)

▶ Maintain personal profile data

▶ Exchange messages with the service desk team

Features

▶ App for iOS and Android

▶ Multi-lingual user interface that can be adapted through local settings

▶ Fully integrated in iET ITSM with no interface or synchronization required

▶ Camera integration

▶ Share functionality for images and attachments to be shared with other apps

▶ Barcode scanning

▶ Color icon support

▶ Favorites: Customization by defining personal favorites, favorites are displayed on a separate tab

▶ Sort order of menu items can be individually set by the end user for every device

▶ Attachments: Attachments which are e.g. saved together with a ticket in iET Workcenter can be now retrieved.

iETSolutions®
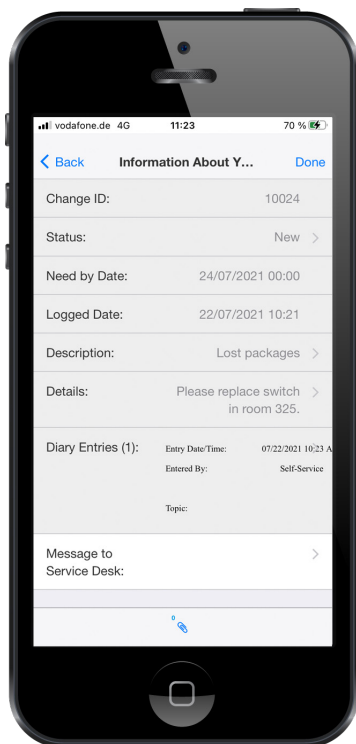A Division of UNICOM Global

iET® Mobile:
Anytime, Anywhere Access to Service Operations Data

Secure Data Transmission

Users have access to current information and incidents via any TCP/IP network or their local network. Data communication can be encrypted through HTTPS. No data is saved locally on the mobile device - this ensures a high level of security in the event of lost or stolen equipment.

Mobile and Flexible

iET Mobile can be adapted easily to meet individual customer requirements. New or existing forms can be changed. Development for all clients is handled by the graphical development tool iET Developer Studio with no extra effort required for iET Mobile. A single, flexible design fits all requirements.

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