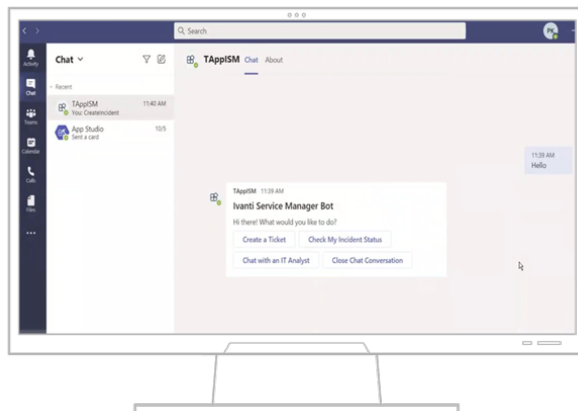**ivanti** neurons

# Microsoft Teams Integration for Ivanti Neurons for ITSM

IT teams often collaborate and communicate with end users through Microsoft Teams, yet often these exchanges aren't recorded and important details are lost.

Microsoft Teams integration captures these valuable interactions within Ivanti® Neurons for ITSM automatically. Keep accurate records to reduce handling time without disrupting end-user productivity.



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## Integrate Teams into Service Management Workflows

Now you can integrate Microsoft Teams interactions directly into Ivanti Neurons for ITSM workflows and processes. Users can take full advantage of industry-leading instant messaging (IM) chat and voice calls as part of their normal working routine.

## Create a Process without Delay

Eliminate switching between screens as staff copy-and paste chat messages. Create a new incident directly from a Teams chat without opening Ivanti Neurons for ITSM. The related chat conversation records as a note automatically. Thanks to tight integration, end-user profile details stored in Neurons for ITSM populate the relevant fields.

## Augment Existing Records and Keep Track

Already working on an open ticket? No problem. You have the identical capabilities for open records as you do for new ones. Enable analysts to save chat text to an existing record in Ivanti Neurons for ITSM. You retain traceability of all interactions and never lose the chain of facts.

## End-User Profiles at Your Finger Tips

Your team members see the end user's profile description when they receive incoming and outgoing chat requests. Analysts know who is calling without the need to request details each time.

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**Boost the End-User Experience**

Transform the service experience for your users with bots, the innovative tool they need to help themselves quickly and easily. Your users can simply have a conversation with a bot to obtain answers, submit requests, or ask for help. Bots are available 24×7 and fully integrated with Neurons for ITSM's workflows to further reduce the IT team's workload.

Teams lets your analysts know the reason for a call, keeping the context when working with a caller over chat. This saves time, manual rework and lets analysts stay connected in real-time to quickly resolve issues and maintain high caller satisfaction.

**Collaborate with Group Chat**

Teams enables groups of people to use chat simultaneously. If you need to add another service management team member to a chat, the Teams integration saves the complete chat record in Ivanti Neurons for ITSM.

## About Ivanti

Ivanti makes the Everywhere Workplace possible. In the Everywhere Workplace, employees use myriad devices to access IT networks, applications and data to stay productive as they work from anywhere. The Ivanti automation platform connects the company's industry-leading unified endpoint management, zero trust security and enterprise service management solutions, providing a single pane of glass for enterprises to self-heal and self-secure devices, and self-service end users. More than 40,000 customers, including 78 of the Fortune 100, have chosen Ivanti to discover, manage, secure and service their IT assets from cloud to edge, and deliver excellent end user experiences for employees, wherever and however they work. For more information,visit [ivanti.com](http://ivanti.com)