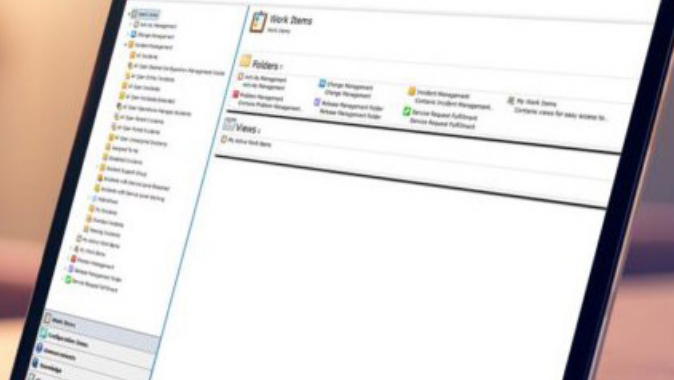## Service Manager Web Console
For Analysts

gridpro

# WebFront & CTI for Service Manager

Overview

- ☁ Optimized for the web
- ☁ Well-known interface
- ☁ Supports form customization
- ☁ Available in all 23 languages supported by Service Manager
- ☁ Full workspace of work items and configuration items

Manage your daily work in Microsoft System Center Service Manager™ via a web browser using WebFront for Service Manager with the option to enable Computer Telephony Integration.

Gridpro is a Microsoft Certified Partner and Enterprise Cloud Alliance Member. We deliver products that enhance the experience of IT Service Operations in Microsoft Clouds, improving user satisfaction and IT value.

Rich interaction with System Center Service Manager via a web browser
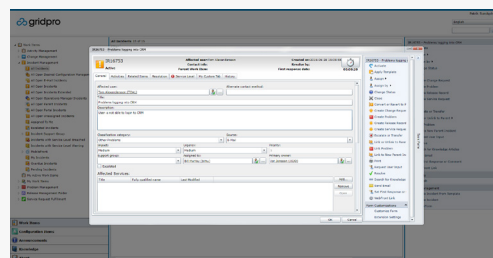
Challenges

Is your organization in need of any of the following Service Manager features in a web UI?

"Web access"

"Direct links to work items and configuration items"

"Form customization"

"Custom console tasks"

"Telephony integration"

If the answer is yes, you should definitely take a closer look at WebFront & CTI for Service Manager!

Benefits

Web Access – Enables access to Service Manager without the need for installing the console software locally

Well-known – The familiar interface lets users transition between full and web console without additional training
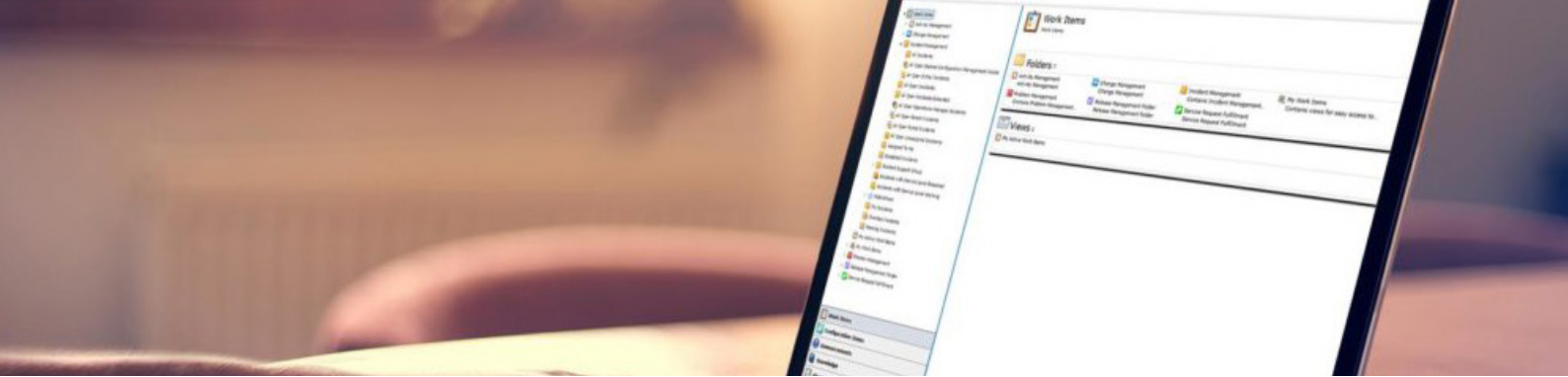
Performance – WebFront is optimized for the web

Scalable – Multiple WebFront instances can easily be setup for scalability, redundancy and load balancing

Direct Links – Provides hyperlinks to specific work items or configuration items in email notifications or instant messages

Form Customization – Enables you to configure form customizations directly in the web browser

Multi-language Support – Available in all 23 languages supported by the Service Manager console

For more information about Gridpro and WebFront & CTI for Service Manager, please visit www.gridprosoftware.com or contact us at sales@gridprosoftware.com

System Requirements

Operating System

- Windows Server® 2012 or later

Software Requirements

- Microsoft System Center 2012 Service Manager™ or later

Hardware Requirements

- 4-Core 2.66 GHz CPU or faster
- 8 GB of RAM or more
- 10 GB of available disk space

Client Requirements

- Windows XP® SP2 or later
  -or-
- Macintosh OS 10.5.7+ (intel-based) or later
- Microsoft Silverlight® 5
- Web Browser (Internet Explorer® 7 or later, Firefox 3.6 or later, Chrome 12 or later)

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Interface

Users will instantly feel comfortable when entering WebFront since it is based on the same principles as the Service Manager console. WebFront provides users with the full workspace of work items and configuration items.
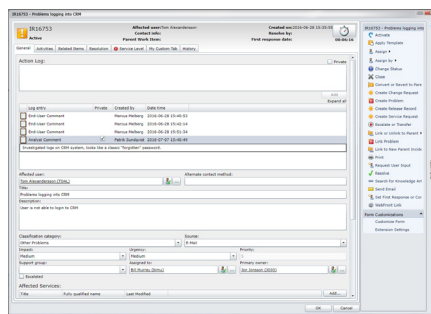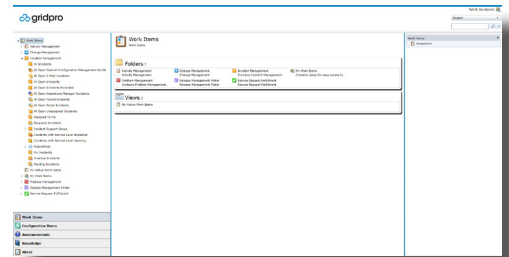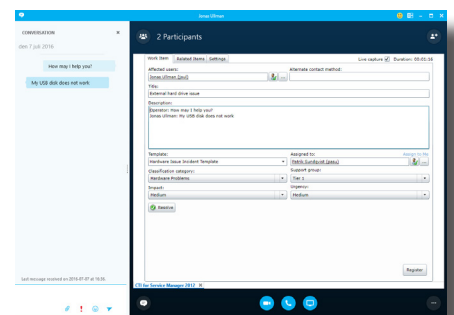
Forms

WebFront brings familiar forms from the Service Manager console to your browser. When working in the forms, you have access to the common tasks you have learned to use in the Service Manager console.

Computer Telephony Integration

CTI for Service Manager is an add-on for WebFront that enables Computer Telephony Integration with Service Manager. It shows information about the calling user in front of the operator, and lets you register new work items or interact with existing.