

CHECKLIST

OpenText ZENworks Service Desk version comparison

How upgrading can improve your ZENworks investment

OpenText™ ZENworks Service Desk is a complete, ITIL-based ITSM help desk system that equips staff to easily monitor and solve service issues, minimizing disruption and freeing them to focus on core business. Establish an online support system that meets the service requirements of customers, administrators, supervisors, and technicians. Enterprise Store provides customer self-help along with request tracking of all types, asset management, and integration with other systems (ZENworks, AMIE, PSS, O365, etc.).

Included

Versions						
Product feature	Benefits	24.2	24.1	23.4	23.3	8.3.1
Administration portal and system						
SAML connections for SSO	Single sign-on SAML fixes and documentation.					
Privileges exposed with Tool Tips	Find all the Privileges exposed to easily configure child options with hover-over tooltip to see the parent.					
Appliance upgrade	Ease moving to the latest upgrade with the Appliance migration upgrade.					
Internal PostgreSQL v15.5	Upgrading Service Desk will also upgrade the PostgreSQL database to v15.5					
In-place upgrade	Minimize upgrade downtime through Online Update Channel.					
Multi-factor authentication	Ensure secure advanced authentication using various methods of two-factor authentication.					
AMIE Snapshot modernization	Modernizing CMDB AMIE Snapshot for enhanced functionality and experience.					
AMIE Import Description Field	Included additional AMIE Import Item Fields for more detailed imports.					
Template attributes	First and Last Name is a new template parameter in email and other templates.					
Drive cleanup	Purge deleted attachments to free up space.					

Versions						
Product feature	Benefits	24.2	24.1	23.4	23.3	8.3.1
Administration portal and system						
Cosmetic changes to viewing knowledge base articles	Additional knowledge base article information for easier management. Article # and information are added automatically when opened/commented.	✓	✓	✓	✓	
Cosmetic changes to the Appliance Admin Console	Displays complete database information.	✓	✓	✓	✓	
OpenText™ version alignment	New versioning format for a better alignment with OpenText versioning.	✓	✓	✓	✓	
Exchange/O365™ modern email access support	Support for Exchange/O365™ modern email access for email services.	✓	✓	✓	✓	✓
Gmail™ OAuth support	Support for Gmail™ OAuth access and email services.	✓	✓	✓	✓	✓
Azure AD™ user source support	Use Azure AD™ as a ZENworks Service Desk User Source.	✓	✓	✓	✓	✓
Azure AD™ user login	Users and customers can log in using the Azure AD™ Login User Source.	✓	✓	✓	✓	✓
Core appliance component updates	Technical upkeep for core libraries and components. to maintain regulated core OS compliance.	✓	✓	✓	✓	✓
Internal PostgreSQL v13.6	Upgrading Service Desk will also upgrade the PostgreSQL database to v13.6.	✓				✓
LDAP User Source Advanced Filtering	This function helps LDAP Sync time targeting those users in the User Source.	✓	✓	✓	✓	✓
Store Assignment configuration	ZENworks Integration Bundle assignment properties at Store Template or Store Item simplifying the process for approved Store Items available to users.	✓	✓	✓	✓	✓
Improved ZENworks™ remote management	Initiate ZENworks remote management from a request where the user is assigned or device the user is logged in to.	✓	✓	✓	✓	✓

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Administration portal and system						
Server Trust Check for email, LDAP, and ZENworks servers	Server trust checked while configuring email, LDAP, and ZENworks integration for added security.	✓	✓	✓	✓	✓
Database schema automation	Creating or updating schema automates script execution and settings.	✓	✓	✓	✓	✓
Core OS updated	Common appliance framework to SLES12 SP5™.	✓	✓	✓	✓	✓
Diagnostic storage information	Appliance Second Disk information. Added for disk space management.	✓	✓	✓	✓	✓
Core appliance component updates	Technical upkeep for core libraries and components: Java, Tomcat, etc. to maintain security and software compliance.	✓	✓	✓	✓	✓
Added service categories	Mobile device, documentation, and software can be configured as a service. to initiate requests based on these categories.	✓	✓	✓	✓	✓
Email attachment size configuration	Configure the maximum size limit for emails with attachments.	✓	✓	✓	✓	✓
LDAP Import using domain user groups	Enhanced LDAP import with a provision to import users of any role from a domain users group.	✓	✓	✓	✓	✓
Additional store extensions	Additional store extensions for OpenText™ ZENworks™ Configuration Management Integration:	✓				
	• Allow assignments made by placing ZENworks devices into ZENworks™ device groups.		✓	✓	✓	✓
	• Facilitate requesting access to OS deployment bundles through ZENworks Service Desk Store.					
Device-based assignment of store item	Users requesting an item must also select the device on which the item is assigned. Upon approval, the item will be assigned to the specified device instead of the user.	✓	✓	✓	✓	✓

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Administration portal and system						
Multi-session support	ZENworks Service Desk users can log into multiple instances at same time.	✓	✓	✓	✓	✓
Cost of work	Technicians can view reports on cost of work, based on customers, organization, units, requests, technicians, and date.	✓	✓	✓	✓	✓
Join Proxy support	Managed devices can be remote controlled using Join Proxy, if ZENworks Service Desk is integrated with ZCM 2017 (or later).	✓	✓	✓	✓	✓
Importing inventoried-only devices	Administrators can now import inventoried-only devices from ZENworks Service Desk.	✓	✓	✓	✓	✓
Requests/tickets functions						
Reset SLA Counter when request reopened	When Reopen is enabled, Reset SLA Time is an option when reopening calls so that the SLA counter will reset and start again for more accurate time reporting.	✓	✓			
Dynamic Form redesign	Dynamic Forms redesigned to include URL popouts and use full width of Additional Details.	✓	✓	✓		
Request description expands	Description of requests can be expanded to view and scroll for large descriptions.	✓	✓	✓		
Return Priority manual setting for Requests	Requests can have Priority on the tickets set for better tracking and reporting.	✓	✓	✓		
Adding note with UNKNOWN Item prompts for save draft	Prompt allows a note to be saved as draft if there is an UNKNOWN Item in the request.	✓	✓	✓		
Quick Request Advanced Item Search	Advanced Item Searching in Quick Requests for locating Items faster.	✓	✓	✓	✓	
Disable email Auto Suggest	Enhance security and customer visibility by disabling the Auto Suggest feature when typing in email addresses.	✓	✓	✓	✓	

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Requests/tickets functions						
Quick Call estimate time	Mandatory time requirement removed.	✓	✓	✓	✓	
Quick Call filter view	All Quick Calls can now be viewed in a single view.	✓	✓	✓	✓	
Requests Notes collapse/expand	The ability to expand and collapse the Notes area for more viewing area.	✓	✓	✓	✓	✓
Customer-requested cosmetic changes	Customers request several cosmetic changes in the portals for ease of use.	✓	✓	✓	✓	✓
Request/KBA Filters sharing	Filters can be shared with other technicians or teams.	✓	✓	✓	✓	✓
Advanced Item search	Dynamically search through different Item Categories or Item Types to pinpoint the correct Item while creating the request.	✓	✓	✓	✓	✓
Audit tracking and reporting	Ticket auditing logs all actions against the Ticket, Notes, and KBA with thumbnail access and a revised PDF format.	✓	✓	✓	✓	✓
Workflow enhancements	Quick Calls and Dynamic forms are available in the normal request workflow, providing rich request creation capabilities when using Quick Calls and/or Dynamic Forms.	✓	✓	✓	✓	✓
Quick Call using Request Workflow	Creation of a Request through the standard request workflow using a Quick Call, giving the flexibility to specify additional items or other configurations while using the Quick Call template.	✓	✓	✓	✓	✓
Workflow triggers email notifications	Workflow can trigger email (from templates or custom) to customers and moves to the next workflow state.	✓	✓	✓	✓	✓
Notes changing Request Status	When adding a Note, there is an option to change the Status of the Request.	✓	✓	✓	✓	✓
Attachment Preview	Summary of Requests show Attachment preview to access content.	✓	✓	✓	✓	✓

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Requests/tickets functions						
Request Reported By (Technician)	Set Reported By, where a technician can tag the user on behalf of whom the request should be raised.	✓	✓	✓	✓	✓
KBA Requests (Technician)	Create Service Requests against Knowledge Base articles.	✓	✓	✓	✓	✓
Copy customer information (Technician)	Ability to take a snapshot of the complete information of any related request and use the same content for the newly created request.	✓	✓	✓	✓	✓
Self-help related requests and solutions (Technician)	Interactive self-help with user-friendly display of related requests and proposed solutions while creating a new request.	✓	✓	✓	✓	✓
Tag request to Problem (Technician)	While creating a ticket, other requests can be combined into a Problem request to simplify Problem grouping.	✓	✓	✓	✓	✓
Select target device (Technician)	Option to select target device for a Request.	✓	✓	✓	✓	✓
Quick Requests	Simple Quick Request button to create a request or generic request without Items.	✓	✓	✓	✓	✓
Customer enhancements for modern look and feel	Options to resize, reorder, filter on columns, column-header filters, and sorting. Filtering added for SLA Breach, Escalated, Need Info, and Awaiting Approval.	✓	✓	✓	✓	✓
Modern one-page Summary	Redesign the Request Summary List with options: <ul style="list-style-type: none"> • Escalate request Tech selection • Change Status of Item • Threaded conversation view • Filter Editing 	✓	✓	✓	✓	✓
Notify others on New Request	Customers creating a Request can add one or more users to the Request Notification List.	✓	✓	✓	✓	✓
Item barcoding	Barcode scanning using a mobile phone to search for items that are used to create Requests.	✓	✓	✓	✓	✓

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Requests/tickets functions						
Dynamic Form for Requests and Quick Calls	Extended and simplified information gathering process with a Dynamic Form, in a user-friendly way, for Requests and Quick Calls.	✓	✓	✓	✓	✓
Hardware Item Requests	Ability to create a Service Request on a Hardware Item.	✓	✓	✓	✓	✓
Line Manager Approval workflow	New canned workflow for the Line Manager Approval for Store Items.	✓	✓	✓	✓	✓
Manage Requests with Mobile Device	Mobile Device native web browser can managed ZENworks Service Desk requests (ZENworks Service Desk Mobile App no longer required).	✓	✓	✓	✓	✓
Filter edit	Users can create/customize/modify Filters for Requests, Groups, Items, Store Items, and Store Capable Items.	✓	✓	✓	✓	✓
Customer portal						
Time Spent option for Request View	Time Spent privilege allows an optional view for customers viewing requests to see Technician Time Spent.	✓	✓			
Priority settings in customer portal	Administrators can designate if customers can see the priority of the ticket.	✓	✓	✓		
Customer profile enhancements	Customer profile can be edited for their time zone and Date/Time Settings.	✓	✓	✓	✓	
Customer reopen closed Requests	Ability for the customer to reopen a closed Request via the customer portal.	✓	✓	✓	✓	
Customer email reminder after x days	Customer email reminder after x days of no response.	✓	✓	✓	✓	
Home Page personalization	Customer portal home page dashlet order can be saved to profile.	✓	✓	✓		
Self-help redesign page personalization	Customer portal self-help profile page can be personalized.	✓	✓	✓	✓	✓

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Hardware Item Requests	Ability to create a Service Request on a Hardware Item.	✓	✓	✓	✓	✓
Line Manager Approval workflow	New canned workflow for the Line Manager Approval for Store Items.	✓	✓	✓	✓	✓
Manage Requests with Mobile Device	Mobile Device native web browser can managed ZENworks Service Desk requests (ZENworks Service Desk Mobile App no longer required).	✓	✓	✓	✓	✓
Filter edit	Users can create/customize/modify Filters for Requests, Groups, Items, Store Items, and Store Capable Items.	✓	✓	✓	✓	✓
Customer portal						
Time Spent option for Request View	Time Spent privilege allows an optional view for customers viewing requests to see Technician Time Spent.	✓	✓			
Priority settings in customer portal	Administrators can designate if customers can see the priority of the ticket.	✓	✓	✓		
Customer profile enhancements	Customer profile can be edited for their time zone and Date/Time Settings.	✓	✓	✓	✓	
Customer reopen closed Requests	Ability for the customer to reopen a closed Request via the customer portal.	✓	✓	✓	✓	
Customer email reminder after x days	Customer email reminder after x days of no response.	✓	✓	✓	✓	
Home Page personalization	Customer portal home page dashlet order can be saved to profile.	✓	✓	✓		
Self-help redesign page personalization	Customer portal self-help profile page can be personalized.	✓	✓	✓	✓	✓

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Customer portal						
Self-Help KBA documents redesign, ratings, and comments	Customer Self-Help UI redesign for a modern look and feel, including adding/replying to comments and ratings.	✓	✓	✓	✓	✓
Cosmetic changes	Customer-requested cosmetic changes to the new customer portal UI.	✓	✓	✓	✓	✓
Login page customization	The login screen in customer portal can be customized to include custom text such as legal information.	✓	✓	✓	✓	✓
Email templates	Enhanced Email Templates <ul style="list-style-type: none"> • Request URL • Date Style in Article Summary • SLA Breached Subject Process 	✓	✓	✓	✓	✓
New customer portal enhancements (v8.1.x)	Enhancements to the modern customer portal for an improved UI experience: <ul style="list-style-type: none"> • Home Page dashboard • Quick Call Requests • Modern KBA Search • Survey improvements • View Assigned Items & Services • Outage alerts • Approval indicators • Request filtering 	✓	✓	✓	✓	✓
Item Search	Item Search suggestions displayed with identifier to identify the correct Item.	✓	✓	✓	✓	✓
Alerts	Portal alerts details displayed for the customer.	✓	✓	✓	✓	✓
Request Resolution w/o Note	Resolving Requests doesn't need a Note added.	✓	✓	✓	✓	✓
Column title freezing	Native Browser table header is frozen for List Views while scrolling.	✓	✓	✓	✓	✓

Versions						
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Customer portal						
Keyword search	Navigate between the auto-suggested search results, displayed in the Search drop-down list.	✓	✓	✓	✓	✓
Item Detail view	Quick Call List shows Description and Item Name Details.	✓	✓	✓	✓	✓
Customer portal auto log in	Navigating from old portal auto logs into new customer portal.	✓	✓	✓	✓	✓
Request Item Selection option	New Privilege called Item in Request to make Item selection optional.	✓	✓	✓	✓	✓
New customer portal customization	Customize and localize the new end-user portal based on organizational needs: <ul style="list-style-type: none"> • Banners • CSS Formatting • Strings (can be localized) • Access ZSD REST APIs 	✓	✓	✓	✓	✓
New customer portal (8.0.x)	Redesigned modern customer portal for ease of use and improved UI experience: <ul style="list-style-type: none"> • Report Incident from any page • View/Search Store Items • Store Item Request Creation • Search Store Items and Requests in a single page • View Requests • Sort Requests on parameters • Expand the Request View • View/Perform Actions & Status Settings— Note, Resolve, Approve Reject, Reopen • View/Edit My Profile • Request Permalink 	✓	✓	✓	✓	✓

Versions						
Product feature	Benefits	24.2	24.1	23.4	23.3	8.3.1
Technician portal						
Modernization of CMDB Manufacturers page	CMDB Manufacturers page modernization to the angular/spring coding for the same look and feel.	✓				
Access the Request Group from the Request details	Request details now has a link directly to the group the request is part of.	✓				
Bulk editing of Grouped Requests	Grouped requests can be edited in bulk from the Group itself for easy management of like requests.	✓				
Reporting Improvements	Report on “All Processes” or “Request Types” in a single report. Adding 40+ new canned reports, lifting date restrictions and whitespace used.	✓	✓			
Group Quick Calls available	Technician can now use Group Quick Calls when opening a request.	✓	✓			
Item information includes Description and Notes	Item Description and Notes are added to the Item Preview and print capabilities.	✓	✓			
Request Time Spent added	Time Spent in request is now visible on the Note title bar and in Print Previews for easier auditing.	✓	✓			
Modernization of Outages component	Outages Lists and Details is redesigned for a common look and feel.	✓	✓	✓		
Streamlined ZENworks AMIE Import Default State	Upon Importing the ZENworks Components, the default state can be set to save cleanup time.	✓	✓	✓		
Login Sidebar Outages and Alerts	The sidebar on the login page now changes to red when and Alert or Outage is greater than 1.	✓	✓	✓		
Change Item after Request is closed	Now requests that are closed can have the Item changed for more accurate resolution and reporting.	✓	✓	✓		
Searching email addresses	Search on Email and Email Alias Addresses for User Searches.	✓	✓	✓	✓	

Versions						
Product feature	Benefits	24.2	24.1	23.4	23.3	8.3.1
Technician portal						
Request List personalization	Technician Requests List column order, view, and size are saved to their profile.	✓	✓	✓	✓	✓
KBA Modern Redesign, Rating, and Comments	Technician knowledge base UI Redesign for modern look and feel including replying to, commenting, and managing ratings.	✓	✓	✓	✓	✓
Request Bulk Grouping and Actions	From the Requests List the option to select and Group Tickets and apply Actions to Requests.	✓	✓	✓	✓	✓
REQUESTS Group/ Problem Group Link	From the Request List the option to select the Group link or Problem Group link to navigate and manage the Group.	✓	✓	✓	✓	✓
Store Requests use Dynamic Forms	Add Dynamic Forms to the Store Item Request to gather more information.	✓	✓	✓	✓	✓
Delegate role	A delegate can be assigned to manage another customer's requests and approvals assisting via proxy. Requests Delegate Filter is enabled to view those requests.	✓	✓	✓	✓	✓
Modernized technician portal	Redesigned modern technician portal for ease of use and improved UI experience similar to the modern customer portal <ul style="list-style-type: none"> Request Bulk Operations Request Export Notification Attach Direct Link Notes View Cascaded Notes-copy content between notes, Edit, Reply, Email, Comment, Expanded, Mark Public/Private Attachment Previews—Thumbnail/Expanded 	✓	✓	✓	✓	✓
Request visibility within Team	Options to control the team visibility for Requests.	✓	✓	✓	✓	✓
Closing Group Requests	Soft restriction on closing Group Requests.	✓	✓	✓	✓	✓

Versions						
Product feature	Benefits	24.2	24.1	23.4	23.3	8.3.1
Technician portal						
Adjustable text in portal	Adjustable text in portal Resizable text area in technician portal.	✓	✓	✓	✓	✓
Request Subject in calendar	Technician can view the Request Subject in the calendar only for Request Due and Scheduled Request.	✓	✓	✓	✓	✓
Edit additional Request Information	Technicians can view and edit information such as Location, Contact Type, and Contact Time in the Request Details page.	✓	✓	✓	✓	✓
Create Requests from the Dashboard	Based on roles and processes assigned, Technicians can create Incident, Service Request, Change Request, Problem Request from the Dashboard page.	✓	✓	✓	✓	✓

For more information about OpenText ZENWorks Service Desk visit: opentext.com/products/zenworks-service-desk.