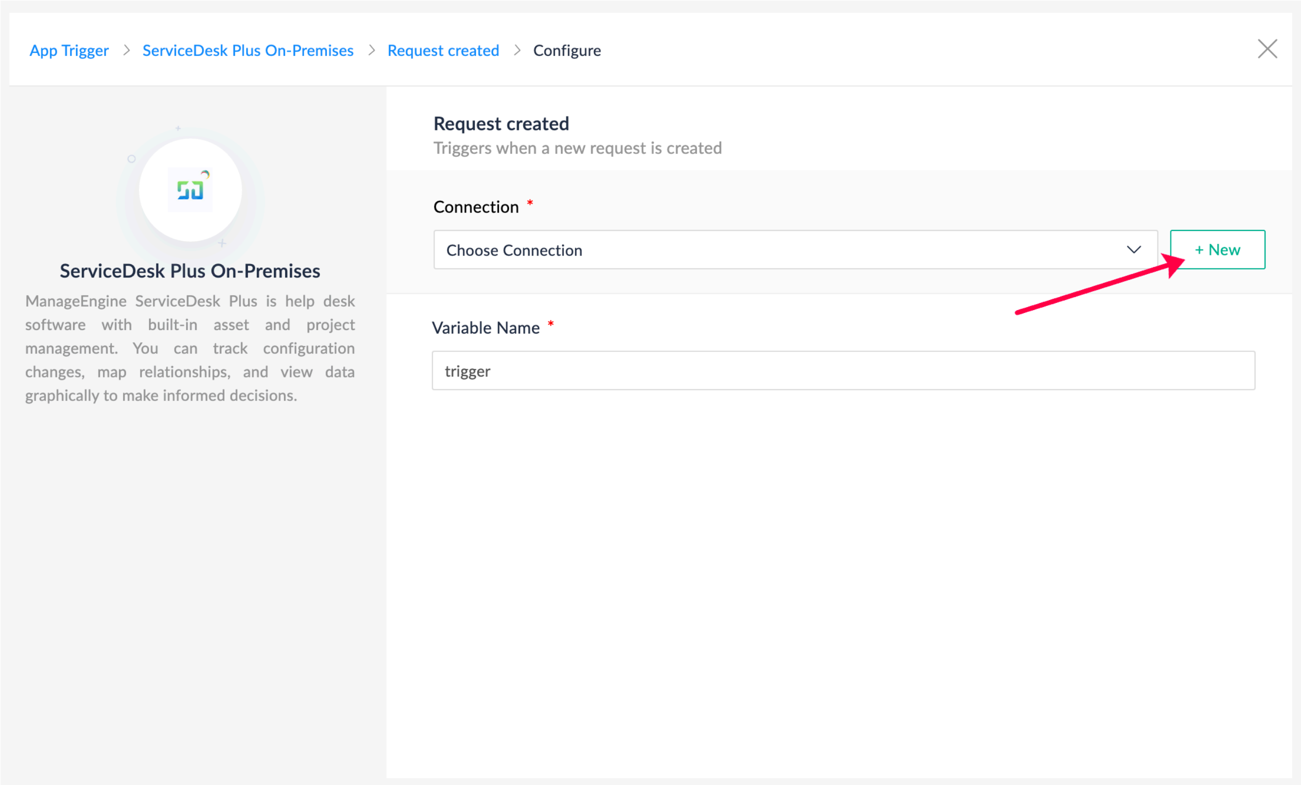
ServiceDesk Plus On-Premises [On-Prem]

What is ServiceDesk Plus On-Premises?

ManageEngine ServiceDesk Plus is help desk software with built-in asset and project management. You can track configuration changes, map relationships, and view data graphically to make informed decisions.

How to connect ServiceDesk Plus On-Premises to Zoho Flow

1. Select the required trigger or action. If you select a trigger, click **Next.**
2. If there are no existing ServiceDesk Plus On-Premises connections in your account, click **Connect**. Otherwise, click **New**.



   Alternatively, you can create a new connection by navigating to **Settings**, then **Connections**. Click **Create connection** and choose ServiceDesk Plus On-Premises.
3. Enter a connection name.
4. Choose an on-prem agent from the dropdown to create a Zoho Flow connection with your local machine. If you already don't have an agent installed, click **New**.

Next, you'll need to configure your *Server or Host URL* and an *Integration Key* to continue.

Finding the Server or Host URL

1. In a new browser tab, log in to your ServiceDesk Plus On-Premises account.
2. If the URL in the address bar looks like *http://example/HomePage.do?view_type=my_view*, then your Host URL is ***http://example***
3. Return to Zoho Flow, and enter the URL in the Server URL filed.

Finding the Integration Key

1. Once you're logged in to your ServiceDesk Plus (On-Premises) account, navigate to **Settings (Admin)** > **Developer Space** > **Integration Key** > **New** > **Generate**.
2. Copy the integration key and paste it in the Integration Key field in Zoho Flow.
3. Click **Authorize**.

Related documentation

Read ServiceDesk Plus On Premises help documentation for Zoho Flow integration

Triggers and actions available in Zoho Flow

Triggers

Request created

Triggers when a new request is created. Utilize this to alert the IT team immediately and prioritize urgent tickets.

Request created in template

Triggers when a request is created using a specific template. Use this trigger to ensure that specific SOPs (Standard Operating Procedures) are initiated based on the type of request.

Request updated

Triggers when existing request details are modified. Use this trigger to reallocate resources or notify the relevant IT personnel about changes to the issue.

Request updated in template

Triggers when an existing request in a specific template is updated.

Actions

Add solution

Create a new solution. Use this action to automatically update your knowledge base when new solutions are identified.

Associate request with problem
Link a request to a known problem. When a familiar issue arises, use this to quickly associate it with known solutions.

Create change
Initiate a change request. When planning a system upgrade, use this action to log and track necessary changes.

Create problem
Use this action to create a new problem and enable IT teams to categorize and allocate resources to recurring or significant issues.

Create request
Generate a new service request. Use this action to automate the intake process, ensuring that issues are logged promptly.

Create request note
Add a note to a specific request. Ideal for IT teams to log updates or communicate internally about an ongoing issue.

Fetch change
Retrieve details of a change using its ID for more information on a specific change.

Fetch problem
Get the specifics of a problem using its ID. Allows you to reference and extract more details of a problem for your subsequent actions.

Fetch request - By ID
Extract more details of a request using its ID.

Update change
Modify the details of an existing change. Use this action to ensure that all information about infrastructure or software changes are updated across platforms.

Update problem
Modify the details of an existing problem.

Update request
Updates the details of a current request.

Update solution

Updates an existing solution based on its ID. Helps IT teams and end-users reference the most accurate and updated solutions for known problems.