CloudWinks

CLOUDWINKS · OPERATIONS & WORKFORCE

RapidResolve

Business brief

IT service and operations records: tickets, monitoring, service levels, knowledge and a configuration inventory, with the work of a ticket held as a TaskMaster task.

1. What it does

RapidResolve is the IT service management and IT operations application. It keeps the ITSM facts: tickets, infrastructure monitoring, service-level tracking, a knowledge base, and a configuration inventory. The work of a ticket is a TaskMaster task. Assets are not owned here: the configuration inventory points at the asset application, which is the asset system of record.

2. Main features

- Tickets and other ITSM records
- Infrastructure monitoring
- Service-level tracking
- Knowledge base
- Configuration inventory that points at the asset application
- Ticket work carried as a TaskMaster task
- Workflow and notices through the shared workflow and communications applications

3. How it works with other applications

The work of a ticket is a TaskMaster task. The configuration inventory points at the asset application, which is the asset system of record. Workflow and notices go through the shared workflow and communications applications.

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