

SysAid.

Product Highlights

Latest On-Premises Releases



On-Premises v17.3

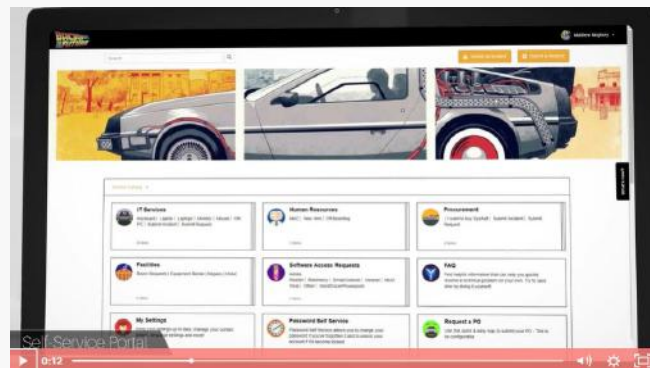
- Self-Service Portal
- TeamViewer Embedded



On-Premises v17.3

- New **Self-Service Portal** to replace the End-User Portal:
 - A new, beautiful, responsive user interface
 - Codeless customization of themes, banners, and toolbox items
 - Ticket scoreboard for end users
- **TeamViewer Embedded** launched to allow admins to harness TeamViewer remote control capabilities, without the need for a pre-existing TeamViewer account:
 - Launch attended and unattended remote control sessions
 - Initiate a session directly from a SysAid ticket form or an asset record
 - Generate activities automatically for each session

Watch the video on Self-Service Portal:



On-Premises v18.1

- New merge tickets feature
- Improvements in Self-Service Portal



On-Premises v18.1

- Admins can **merge the contents of multiple tickets** into a single ticket
- New standardized MSI module allows for more parameters and supports multiple operating systems
- Users can reset their LDAP password via SMS
- Admins can **assign multiple tickets** to an admin group directly from the ticket list
- Admins can display ticket activities in the ticket form within the Self-Service Portal
- Self-Service Portal consolidated search now includes FAQs
- The Network Discovery log includes a console that **displays real-time information** about all network discovery processes running on your system

Watch the video on merging tickets:



On-Premises v19.2

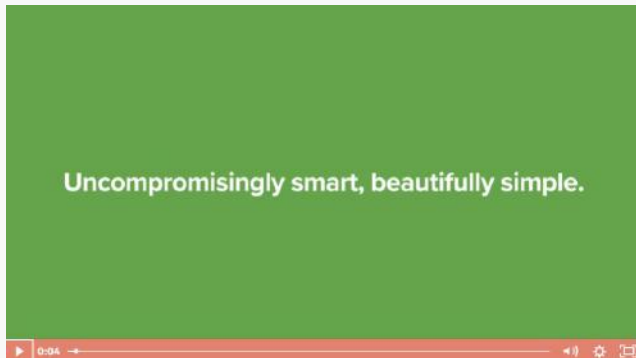
- Refreshed UI
- Email rules enhancement
- SolarWinds integration



On-Premises v19.2

- **Refreshed UI** for the Manager's Dashboard, ticket form, workflow tabs, and all lists in SysAid. Changes include:
 - Slicker and more modern design for an extra-comfortable user experience
 - Refreshed dashboard, with the ability to select dark or light themes and a 3x2 chart layout
 - Improved basic overall visibility of the list views, with the added bonus of saving list filters as personalized views
 - New insights panel that displays relevant KPIs in graphical widgets that showcase the full picture, helping with prioritization and quicker resolution of tickets
 - Customizable top panel within the ticket form that displays fields side-by-side and remains locked on the top of the screen at all times, reducing the need for vertical scroll
- Set ticket's **type and template via email rules**; so requests, changes, and problems can be launched via email (in addition to incidents)
- The **SolarWinds integration** allows you to automatically generate, update, and close tickets based on events that SolarWinds detects on assets in your network

Watch the video about the new UI:



On-Premises v19.4

- Jira integration
- Drag-and-drop for adding attachments
- Improved activities UI
- Upgrade to CMDB visual relationships tree
- Workflow notifications for ALL service records



On-Premises v19.4

- New **SysAid-Jira integration** that allows admins to easily create and link Jira issues to SysAid tickets and view all the information from within SysAid!
- Easy **drag-and-drop** capability to attach files to a ticket
- Activity descriptions are displayed in **movable and resizable light boxes**
- The **CMDB visual relationships tree is expanded**, making it easier to view
- Perform a **search within the List Views** drop-down, making it easier to locate a specific view

Watch the video:



On-Premises v20.1

- Workflow notifications to create requests, changes, or problems



On-Premises v20.1

- Admins can set **workflow notifications to create requests, changes, or problems** (not just incidents)
- Use **group permissions for dashboard views**, ensuring the right folks see what they need
- Automate the assigning of asset owners, based on the asset's history



On-Premises v20.2

- Workflow Designer



On-Premises v20.2

- **Workflow Designer** allows process managers to design, create, and modify processes with simple drag-and-drop functionality, real-time visibility of the process, and new editing capabilities
- Builds upon SysAid's existing powerful workflow engine with an intuitive new interface that maps and visualizes processes

"I'd estimate that Workflow Designer has turned a six-hour job into a one hour job."

Orlando Vasquez
Director of Application Support | Locke Supply Co.

Read the datasheet:



On-Premises v20.3

- Custom list fields
- Sync with the OAuth 2.0 protocol, using Microsoft 365 and Gmail
- Improvements to ticket attachments
- Category pointer items in service catalog
- Added simple dependencies to Workflow Designer



On-Premises v20.3

- Three new types of **custom list fields**:
 - Multi-select – allows users to select multiple values from the list
 - Relational – allows users to select from a filtered list of another entity, such as users or groups
 - Relational multi-select – same as relational, but users can select multiple values
- Set up incoming email integration and calendar sync with the **OAuth 2.0 protocol**, using **Microsoft 365** and **Google**
- Improvements to **ticket attachments**, including the ability to sort ticket attachments, filter them by file type, and easily locate attachments by searching for them in the Attachments search bar
- Shortcuts to **category pointer items** in the Service Catalog, providing access from multiple places, while maintaining the item in just a single location



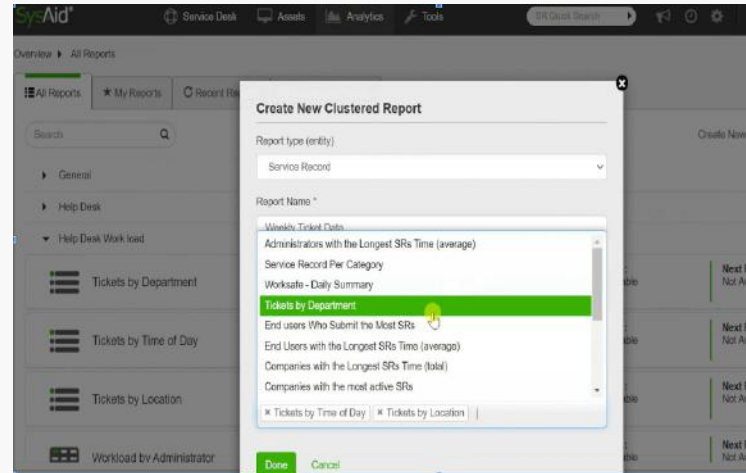
On-Premises v20.4

- Bulk 'update & delete'
- Clustered report templates



On-Premises v20.4

- Access to **bulk 'update & delete'** for tickets can be defined in individual user and group permissions
- Streamline your reports by creating **clustered report templates** that aggregate multiple existing reports into a single PDF file



On-Premises v21.2

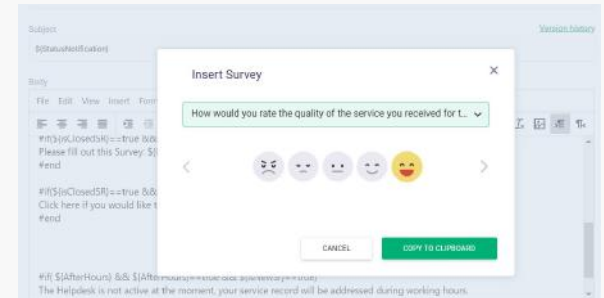
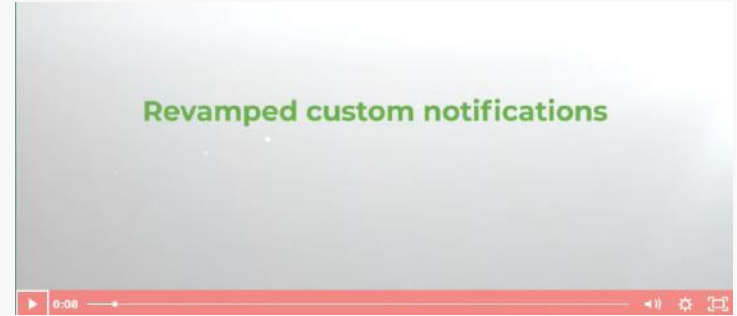
- Custom notifications
- Smile survey



On-Premises v21.2

- New embedded editor in the **custom notifications** form allows you to edit your notifications without accessing the HTML code; includes formatting, adding tables, inserting images from the menu or with drag and drop, and all other standard text editor actions:
 - No development needed – customize notifications to your heart's content!
 - Out-of-the-box default template included
 - Brand it with your company logo & color scheme
 - Smart auto-complete for all variables
 - Version history allows for the option to revert to a previous version.
- Increase your customer survey response rate by inserting a **simple 1-question survey with emojis** into your notifications

Watch the video:



On-Premises v21.4

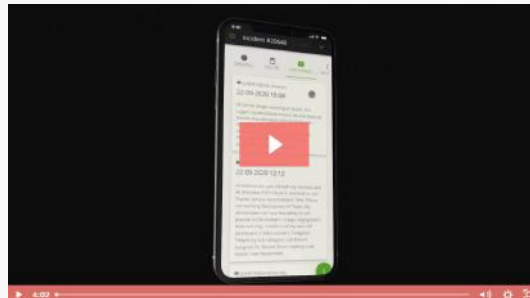
- Mobile Solution for On-Prem
- Fix for the Apache Log4j vulnerability
- Dependencies tab in Workflow Designer
- Multi-tenant support
- Reduced clutter in tickets
- "After Save" option in Escalation Rules



On-Premises v21.4

- **Mobile Solution for On-Premises** requires a license; available on [SysAid's Marketplace](#).
- **Apache Log4j vulnerability fix:** SysAid upgraded to Apache Log4j v2.17.1 in this On-Prem version.
- New **Dependencies tab in Workflow Designer** allows admins to easily create dependencies between action items, edit or delete existing dependencies, and add conditions to dependencies.
- **Multi-tenant support:** SSO connector and the Azure integration now supports multi-tenants.
- **Reduce clutter in tickets** by:
 - Trimming email signature attachments
 - Removing duplicates of attachments
- Define **escalation rules** that will be triggered immediately when a ticket is created or updated, i.e. **"After Save"** – to get instant updates on tickets.

Watch the Mobile Solution video:



Watch the workflow dependencies video:



On-Premises v22.1

- Setting customized reminders on workflow action items
- Self-Service Portal enhancements



On-Premises v22.1

- A new check box in the Escalation Rules form allows admins to set **customized reminders on workflow action items, and have them automated!**

[Read more here.](#)

- Admins can define how many tickets are displayed in the **Self-Service Portal scoreboard page** when the end user clicks *Show All*.
- We also improved performance around the loading of tickets in the scoreboard for a better user experience.

Query Builder

Escalate when more than 3 hours and 0 minutes have passed since Request time

Escalate 0 hours and 0 minutes before Due time

Escalate when more than 0 hours and 0 minutes have passed on Timer Time to Repair

Notification

Notify

Notify assigned administrator

Notify the assigned administrator's direct manager

Notify the service record's Request User

Notify the service record's responsible admin

Notify the assigned admin group

Notify the service record's CC recipients

Notify the following user(s) (comma separated)

Clear

Service Desk Assets Analytics Tools

SERVICE DESK

SERVICE DESK TEMPLATES

SLA/SLM

CHAT

ASSET MANAGEMENT

NETWORK DISCOVERY

MONITORING

CMDB

ADVANCED REPORTING

TASKS & PROJECTS

PASSWORD SERVICES

USER MANAGEMENT

CUSTOMIZE

INTEGRATION

SELF-SERVICE PORTAL

General Settings

Self-Service Portal Settings

Incident Submission Form

Request Submission Form

End User Settings Form

Service Catalog Items

Banners

Themes

Self-Service Portal Settings

Theme & Banner

Default theme: Newtheme

Banner

Default banner: Support

Banner position: Top

Widgets

News

Scoreboard

Records displayed in Scoreboard lists: 50

FAQ

Scoreboard & FAQ position: Side by side

Service Catalog

Custom iFrame

Advanced Settings

Want More Details?

[Read the Release Notes](#)

