



Systems-Intelligent

SYSTEME FÜR MENSCHEN

Systems-Intelligent GmbH, Heimatsgarten 7, 36110 Schlitz

Smart History

1

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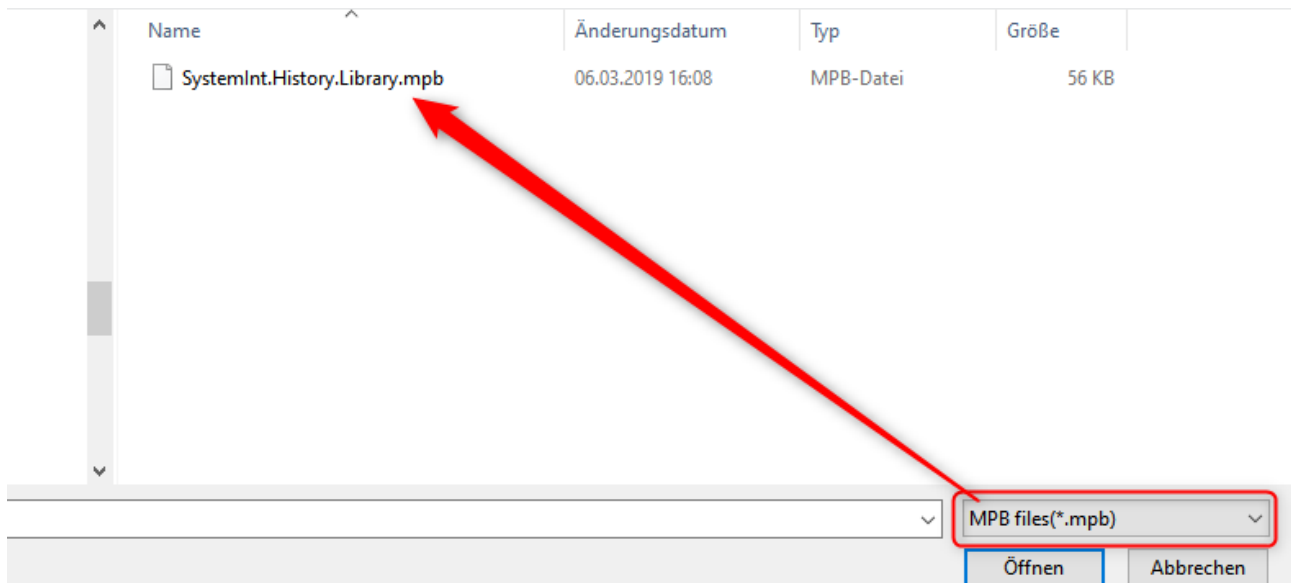
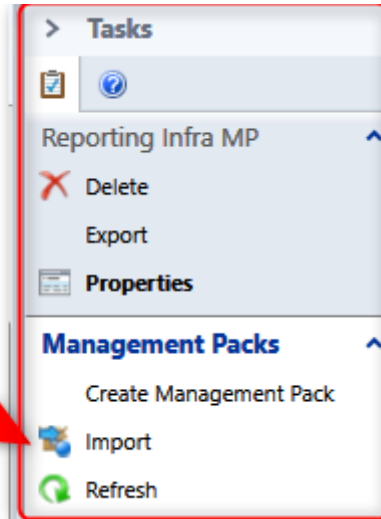
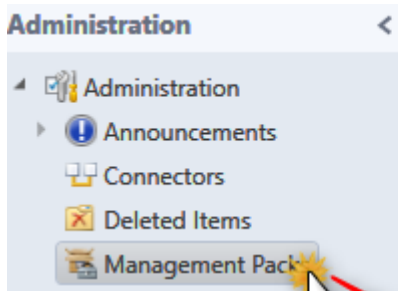
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Steps to Import Management Pack

2



Import.
Restart the console.



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Where can i find the Smart History - Task

3

ID	Title	Assigned To	Status	Priority	Target Resoluti...	Affected User
IR2	Outlook failed to start	Müller, Thomas	Active	9		

All WorkItem and Configuration item objects have a new task („Smart History“) in the Service Manager Console (like in the Incident example above). The task is in forms and views present.