

Comparativo de Versões ServiceDesk Plus

	On-Premises	Cloud
General		
Web-based access	✓	✓
Custom tracking fields	✓	✓
Minimal learning curve, simple user training	✓	✓
ITSM best practices support	✓	✓
Configuration wizard for software setup	✓	✓
Data archiving	✓	✓
Technician broadcast messages and notifications	✓	✓
Custom Function Usage Stats		✓
Secondary email for technicians	✓	✓
Manage sites and groups for technicians	✓	✓
Extensions		✓
ITSM best practices support		
Service catalog	✓	✓
Incident management	✓	✓
Problem management	✓	✓
Change management	✓	✓
Release management	✓	✓
Integrated CMDB	✓	✓
Project management	✓	✓
Custom application platform		✓
Request management and call tracking		
Request mode Email	✓	✓
Request mode Phone	✓	✓
Request mode Chat	✓	✓
Request mode Self-service portal	✓	✓
Request mode Self-service portal Customize the self-service portal for technicians and requesters separately	✓	✓
Request mode Self-service portal Add, delete, rearrange, and resize custom widgets	✓	✓

	On-Premises	Cloud
Multi-site support	✓	✓
Right-to-left language support	✓	✓
Central repository to log and track issues	✓	✓
Auto-generate tickets	✓	✓
User-facing announcements	✓	✓
Send and receive emails from ServiceDesk Plus	✓	✓
Automatically merge email replies as conversations	✓	✓
Send and receive SMS messages from ServiceDesk Plus	✓	✓
Email parser	✓	✓
Automatic message classification and routing	✓	✓
Request forwarding (manual and automatic)	✓	✓
Request form customization	✓	✓
Dynamic request forms with field and form rules	✓	✓
Link two similar requests	✓	✓
Merge service requests	✓	✓
Rich text editor and attachment support	✓	✓
Request scheduling	✓	✓
Technician calendar	✓	✓
Real-time request collaboration	✓	✓
Request sharing with end users and agents	✓	
Technician access roles	✓	✓
Fine-grained authorizations	✓	✓
Create multiple tasks for each request	✓	✓
Dependent task handling	✓	✓
Email spam and notification filters	✓	✓
Classification and routing based on work groups	✓	✓
Instant request and workstation history	✓	✓
Request history filters	✓	✓
Request classification by category	✓	✓
Combined request and task view	✓	✓
Priority and severity levels for requests	✓	✓
Automatic request escalation based on business rules	✓	✓
Trigger an email when a business rule is matched	✓	✓
Apply a business rule after editing a request	✓	✓

	On-Premises	Cloud
Continue with subsequent business rules after one rule is matched	✓	✓
Queue support to manage technicians efficiently	✓	✓
Attach documents to a request	✓	✓
Manage, edit, assign, and close tickets as a group	✓	✓
Request closing rules	✓	✓
Automatic ticket closure upon denial of a request	✓	✓
Manager dashboard	✓	✓
Round-robin ticket assignment	✓	✓
Ticket load balancing	✓	✓
Import categories, subcategories, and items from CSV	✓	✓
Configure the request action menu	✓	✓
Configure workflows with custom triggers		
Custom actions: Build your own actions based on your business requirements	✓	✓ (custom scripts)
Business rules: Build condition-based actions to suit your business requirements		✓
Recover deleted requests	✓	✓
Allow your technicians to add comments for any status change in a request	✓	✓
Request life cycle	✓	✓
Technician auto-assign	✓	✓
Backup technician	✓	✓
Backup approvers	✓	✓
Kanban view	✓	✓
Data migration between instances (ESM)	✓	
Checklist feature	✓	
Triggers for Request Sub Entities		✓
Move requests between instances	✓	✓
Timers for triggers	✓	✓
Announcement banners		✓

	On-Premises	Cloud
End user self-service		
Self-service portal	✓	✓
Web-based	✓	✓
End users can create new requests	✓	✓
End users can create new service requests	✓	✓
End users can check the status of and update existing requests	✓	✓
End users can update their contact details	✓	✓
Searchable knowledge base	✓	✓
Solution and announcement auto-suggestions for requester during request creation	✓	✓
Self-service portal customization	✓	✓
Support for requesters to create change requests		✓
Requesters can edit the requests		✓
Customization of end user portal	✓	✓
Knowledge management		
Technician access to knowledge management services	✓	✓
Approval process for newly added solutions	✓	✓
Keyword search to find solutions based on the request description	✓	✓
Indexed document search for faster results	✓	✓
Search history, including previously resolved requests	✓	✓
Rich text editor	✓	✓
Like or dislike solutions		✓
Comments		✓
Link solutions		✓
Ability to show the requests resolved by using a particular solution	✓	
Expiry dates for solutions	✓	✓
Review dates for solutions	✓	✓
Video Embedding	✓	✓
Configure additional fields		✓
Solution owner	✓	
Non-logged-in users can view solutions	✓	
Configure solution templates to quickly create and publish KB articles		✓

	On-Premises	Cloud
SLA management		
Configure different levels of escalation	✓	✓
Automatic escalations	✓	✓
Notifications before an SLA is breached	✓	✓
First-response-based SLAs	✓	✓
Reporting		
Prebuilt, standard reports	✓	✓
Custom reports	✓	✓
Flash reports		✓
Integration with third-party reporting software (e.g., Crystal Reports)	✓	
Export reports to CSV, XLS, or PDF format	✓	✓
Report scheduler (auto-generation and distribution)	✓	✓
Analyze trends and performance levels	✓	✓
Real-time updates included in reports	✓	✓
Save and schedule customized reports	✓	✓
Query reports for developers	✓	
Custom widgets from reports	✓	✓
Asset management		
Barcode scanning	✓	✓
Automatic workstation discovery	✓	✓
Discovery of all IP devices (e.g., printers and scanners)	✓	✓
Discovery and complete scan for Windows, Linux, and Mac machines	✓	✓
Distributed workstation scan	✓	✓
Import software licenses from CSV files	✓	✓
Vendor and asset associations along with their details	✓	✓
Assets and asset relationships	✓	✓
Asset history with a list of associated requests	✓	✓
Software compliance	✓	✓
Support for client access license and volume-based software licensing	✓	✓
Dynamically scan the network or import files to build an asset list	✓	✓
Remote control	✓	✓

	On-Premises	Cloud
Asset management		
Asset loan	✓	✓
Asset Replenishment	✓	✓
Enhanced tracking of license limits on assets and technicians		✓
Triggers and custom actions for assets		✓
Track and manage consumables		✓
Import vendors and associate assets		✓
Widgets on the Dashboard		✓
Asset life cycle		✓
Asset associations		✓
Asset auto-assign		✓
Purchase management		
Manage purchase orders	✓	✓
Contact vendors directly from the application	✓	✓
Integration with purchases, assets, and vendors	✓	✓
Purchase order approval system	✓	✓
Schedule approval reminder notifications	✓	✓
Add invoice details to purchase orders	✓	✓
Reconcile purchased assets with scanned assets	✓	✓
Purchase requests	✓	
Purchase order to service request mapping	✓	✓
Purchase order configuration templates		✓
Site-based purchase orders		✓
Purchase management		
Create and manage contracts	✓	✓
Add information and attach documents related to a contract	✓	✓
Associate contracts with assets	✓	✓
Generate alarms before contracts expire	✓	✓
Parent-child contracts	✓	✓
Renew contracts	✓	✓
Multiple contract notifications	✓	✓
Associate contracts with assets	✓	✓
Generate alarms before contracts expire	✓	✓
Parent-child contracts	✓	✓
Renew contracts	✓	✓

	On-Premises	Cloud
Purchase management		
Multiple contract notifications	✓	✓
Automatic generation of requests for contracts nearing expiry		✓
Site-based contracts		✓
Service catalog		
Record service requests	✓	✓
Manage service categories and services	✓	✓
SLAs	✓	✓
Service request approval	✓	✓
Schedule approval reminder notifications	✓	✓
Add tasks to service requests	✓	✓
Add resources to the service catalog	✓	✓
Manage the catalog for different user groups	✓	✓
Classify IT and business service categories	✓	
Incident management		
Incident classification	✓	✓
Record service requests	✓	✓
Impact	✓	✓
Urgency	✓	✓
Priority	✓	✓
Configure statuses (e.g., open, on hold, or closed)	✓	✓
Link incidents to assets and configuration items (CIs)	✓	✓
Incident templates	✓	✓
Problem management		
Problem detection and classification	✓	✓
Create a new problem from an incident	✓	✓
Record a new problem in the problems module	✓	✓
Associate multiple incidents with a single problem	✓	✓
Problem priority	✓	✓
Add analysis on root cause, impact, etc.	✓	✓
Add workarounds, solutions, or known errors	✓	✓
Problem closure	✓	✓

	On-Premises	Cloud
Problem Life Cycle		✓
Problem Templates		✓
Problem Form Rules		✓
Triggers and custom actions for problems		✓
Change management		
Custom change templates	✓	✓
Configurable change workflows	✓	✓
Visualize life cycles for change using workflows	✓	✓
Dynamic templates with field and form rules	✓	✓
Initiate and record new change requests	✓	✓
Initiate change requests from an incident or problem	✓	✓
Associate multiple incidents or problems with a change	✓	✓
Create change advisory boards (CABs)	✓	✓
Change approval from CAB members	✓	✓
Schedule approval reminder notifications	✓	✓
Add impact, rollout, and back out plans, and use a checklist for implementation	✓	✓
Capture planned and actual downtime along with the CIs involved and the services affected	✓	✓
Coordinate change implementation	✓	✓
Review changes	✓	✓
Make announcements to technicians, end users, or both	✓	✓
Triggers and custom actions for changes	✓	✓
Recover deleted changes	✓	✓
Stage-based task creation in changes and change templates		✓
User acceptance testing and release stages		✓
Project Association	✓	✓
Release Association	✓	✓
Change Calendar View	✓	✓
Copy Changes	✓	✓
Change conversations	✓	✓
Multi-stage and multi-level change approvals	✓	✓

	On-Premises	Cloud
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Change management		
Backup Approver	✓	✓
Configure custom change actions using custom menu		✓
Send custom change notifications	✓	✓
Create custom change roles and associate them with change templates	✓	✓
Restrict access only to the stages and statuses configured in the change workflow		✓
Change Roles can now be associated with support groups, change request's site, or group-based technicians	✓	
Conflict detection for changes		✓
Timers for triggers and workflows		✓
Release management		
Utilize custom release templates	✓	✓
Use the visual workflow builder	✓	✓
Create custom release roles	✓	✓
Associate release roles with templates	✓	✓
Initiate a release from a change request to associate a change	✓	✓
Configure stages and statuses	✓	✓
View the release calendar integrated with changes		✓
Use notification rules and customizable email templates	✓	✓
Add impact, rollout, and back out plans, and use a checklist for implementation	✓	✓
Send custom notifications	✓	✓
Schedule approval reminder notifications	✓	✓
Make announcements to technicians, end users, or both	✓	✓
Carry out post-deployment training and review	✓	✓
Link releases to assets and CIs	✓	✓
Triggers and custom actions for release		✓
Recover deleted releases	✓	✓
Dynamic templates with field and form rules		✓
Import releases, release tasks, and release conversations		✓
	On-Premises	Cloud

Release management		
Custom menu for releases		✓
Custom widgets for releases		✓
CMDB		
Define relationships between CIs based on their dependence	✓	✓
Define and manage CIs to ensure uninterrupted IT service	✓	✓
Define CI types and relationship types	✓	✓
Attach documents to CIs	✓	✓
Map view for CI relationships explaining the relationship between CIs	✓	✓
Integration with incident management module	✓	✓
Integration with problem management module	✓	✓
Integration with change management module	✓	✓
Integration with release management module		✓
Triggers and custom actions for CMDB		✓
Export CMDB relationship map as CSV or an image file	✓	✓
Resource management		
Graphically track and manage your users' tasks effectively	✓	✓
Categorize resource utilization based on workloads	✓	✓
Filter tasks based on time or time scales, sites, groups, and technicians	✓	✓
Project management		
Custom project templates	✓	✓
Import data from MS Projects as CSV, XLS, and XLSX	✓	✓
Project, milestone, and task integrations	✓	✓
Task planning and management	✓	✓
Project history	✓	✓
Effort estimation	✓	✓
Notifications and comments	✓	✓
Gantt view	✓	✓
Project overview map	✓	✓
	On-Premises	Cloud

Project management		
Export project Gantt map as PDF	✓	✓
Kanban view for project tasks		✓
Task Dependency	✓	✓
Resource Management	✓	✓
Custom triggers and custom functions for projects	✓	
Associate requests with a project		✓
Associate changes with a project		✓
Associate releases with a project		✓
Enterprise service management		
Single enterprise directory	✓	✓
Unique service desk instances	✓	✓
Service automation across departments	✓	✓
Built-in catalog, and templates specific to each service desk instance	✓	✓
Centralized request portal	✓	✓
Space management	✓	✓
Others		
Activities: Combined view of tasks and requests (tickets)	✓	✓
Custom Modules		✓
Site locale and locale-specific notification templates		✓
In-product communication		✓
SmartView in Dashboards and the Scheduler		✓
Custom triggers and custom functions for tasks	✓	
Integrations		
Email	✓	✓
Single Sign On AD FS 2.0/3.0		✓
Single Sign On Google Apps		✓
Single Sign On Okta		✓
Single Sign On Microsoft Azure AD		✓
SMS	✓	✓
API	✓	✓
Outlook		✓
Microsoft actionable messages	✓	✓
	On-Premises	Cloud

Integrations		
OpManager	✓	✓
Zoho Analytics	✓	✓
Active Directory	✓	✓
Mobile apps for Android and iOS devices	✓	✓
Remote control software	✓	✓
Endpoint Central (Desktop Central)	✓	✓
Site24x7	✓	✓
Live chat	✓	✓
SMS gateway	✓	✓
Skype	✓	
Slack		✓
Microsoft Teams	✓	✓
Cloud file attachment		✓
SCCM	✓	✓
Application Manager	✓	✓
Mobile Device Manager Plus	✓	✓
Password Manger Pro	✓	✓
AD Manager Plus	✓	✓
AD Self Service Plus	✓	
AlarmsOne		✓
Jira	✓	✓
Zapier		✓
Microsoft Azure AD User Sync		✓
TeamViewer		✓
Microsoft Intune		✓
Cloud Telephony		✓
Zoho Survey		✓
Zoho Directory		✓
Connect your ServiceDesk Plus Cloud account with external apps using a secure authentication mechanism		✓
Create Office 365 calendar entries from reminders in ServiceDesk Plus, and sync reminders and leave days between ServiceDesk Plus and Microsoft Office 365 calendars		✓
Scripts	Java/Python	Deluge

	On-Premises	Cloud
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Artificial Intelligence Zia		
Answer direct questions from technicians and end users		✓
Provide answers to complicated questions by scouring the application database	✓	✓
Perform service desk operations like opening and editing tickets	✓	✓
Serverless Zia developer console to build custom Zia actions		✓
Conversational chatbot on native mobile apps		✓
Execute user's approval action based on email response	✓	
Prediction of relevant technician, category, and template for a request	✓	✓
Multi-portal support	✓	✓
Zia priority prediction for requests	✓	✓
Zia reports using Analytics Plus	✓	✓
Custom applications		
Create custom forms with varied field and date types (drag-and-drop interface)		✓
Add custom validations, actions, and triggers; define custom workflows		✓
Share custom apps with specific users		✓
Refer to important ticket data via lookups		✓
Host your custom apps in any portal as web forms		✓
Custom schedules		
Custom schedules	✓	✓
User surveys		
Separate survey for incident and service requests	✓	✓
Multiple question types	✓	✓
Multi-language support	✓	✓
General survey	✓	
Criteria to trigger survey	✓	✓
System requirements		
Supported operating systems		
Windows	✓	
	On-Premises	Cloud

System requirements		
Linux	✓	
Supported databases		
Oracle		
MSSQL	✓	
Postgres	✓	
Supported browsers		
Internet Explorer	✓	
Internet Edge	✓	✓
Firefox	✓	✓
Chrome	✓	✓