



KINETIC REQUEST

Kinetic Request 4.0 Features

Service Catalog Publishing

Ability to list the active service request forms by category

Ability to search for templates (service request forms) that match a criteria

Ability to list only forms that the user has access to view (based on BMC® Remedy® login)

Ability to set customizable attributes against a catalog (owner, SLAs or costs)

Ability to set customizable attributes to a service item (author, version or systems)

Ability to customize the styling of the service catalog and forms within it

Ability to include a description of the service item in the service catalog display

Service Request Management

Ability to use BMC Remedy SLM/SLA applications to monitor service levels

Ability to configure dependent tasks for a single customer submission (Example: create help desk ticket, then create change ticket when completed.)

Ability to monitor status of individual service request tasks as well as the request as a whole

Approvals

Assignee and backup approvers

Multilevel approval support

Ability to use BMC Remedy approval engine

Ability to dynamically determine approver based on service item criteria

List Manager

Ability to hold lists of people not held in other BMC Remedy-based forms/applications

Ability to easily send out an invitation for a request from the list manager

Ability to import names/lists into the list manager

Ability for customer submissions to create new members of a list

Ability to populate members of a list via a web service

Environment

Built on BMC Remedy Action Request System (ARS)

Support for ARS version 6.0 and above

Support servlet containers also supported by BMC Remedy Mid-Tier matrix

Web Component

Uses BMC Remedy published Java API

Writes web exceptions back into a BMC Remedy form

Installs in a standalone web application

Installs inside a Mid-Tier web application

Ability to create your own JSP pages for request templates

Ability to modify existing JSP pages/request templates

KINETIC DATA

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Customer Experience (Web)

Limit the total number of characters submitted per page

Hide/show questions and text based on answers/events

In-page queries and set-field value actions

Allow linking to external web pages

Support for other client-side events including mouse-over, on-click, on-change, mouse-out

Include "hoverable" help text for any element.

Messaging

Ability to control the styling of emails going out to customers and employees

Ability to include fields (answers) in an email message

Ability to specify an outbound email mailbox

Allows for HTML and plain text email handling

Preview of HTML email messages for message creators

Include attachments in an email message

Ability to send notifications to managers based on request input

Ability to send reminders to approvers who haven't submitted a response

Ability to embed a simple approval in an HTML email

Reporting

Includes preconfigured reports

Uses Crystal® (Business Objects®) reporting facilities

Include preconfigured dashboards of customer submissions

Ability to export data from a request

Ability to report across similar requests

Ability to modify existing reports

Ability to import custom reports

Auditing

Auditing on change of a customer submission/answers

Auditing on change of a template (in active status)

Integration

Integrate to other external applications (non-BMC Remedy) via web services, Java API or other BMC Remedy supported integration capabilities.

Events on any BMC Remedy-based form can trigger one or more request invitations to a customer based on rules

Create records in other BMC Remedy-based forms on submission by a customer

Ability to send requests in a batch based on a qualification