



## NO SYSTEM STANDS ALONE

When performing day-to-day service work, data frequently needs to be exchanged between different information systems. To meet this challenge, the KIX Connect add-on feature can be used to expand the basic functions of KIX Pro. In this case, KIX doesn't just use data provided by other systems, it simultaneously supplies data for the respective IT system as well. When combined with the generic interface, maintenance and service inquiries can be exchanged efficiently between different systems and resolved faster for users.



## THE BENEFITS TO YOU

- › The add-on feature enables KIX to be integrated simply and quickly into mixed IT environments.
- › Service workflows can be precisely integrated thanks to the extensive configuration options.
- › The add-on feature can be tailored to suit the needs of your specific business processes.
- › If the status is changed in your KIX, a new ticket is automatically created in another system.

*In a nutshell: KIX Connect saves you time by making your workflows more efficient.*



## FEATURES

- › Provision of interfaces for exchanging data with external systems.
- › Provision of largely pre-configured web services (back-ends).

### Back-end 1: KIX2JIRA

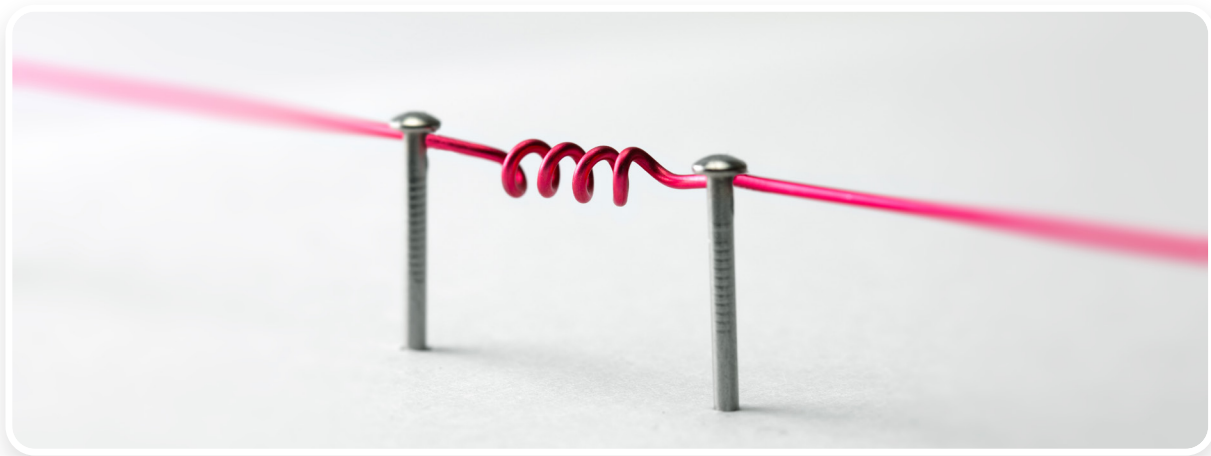
- › Jira issue is created when the ticket is set up.
- › Comment is created for an existing Jira issue when a ticket item is set up.
- › Files are appended to an existing Jira issue when a ticket item is set up.

### Back-end 2: KIX2i-doit

- › The CI data (ConfigItems) from i-doit are displayed in KIX Pro in real time and can be assigned to tickets.
- › The asset information in KIX is displayed in a page element that can be used in both the agent's and the customer's front-end.
- › All asset information remains in i-doit as KIX Pro merely accesses the information via links.

### Back-end 3: KIX2KIX

- › External ticket is created when the ticket is set up.
- › Ticket items are created for an external ticket when the ticket item is set up, including attachments.
- › The visualization of data from the external back-ends can be configured using a page element in KIX.



## HOW COULD IT BE USED?

If the fault turns out to be a software bug, an error report can be created directly in Jira. Within your KIX, changing the status causes a ticket to be created in Jira, so that information can be passed on to the Software Development team quickly and simply. KIX Connect shows the Service employee the current processing status in Jira.