

NO SYSTEM STANDS ALONE

When performing day-to-day service work, data frequently needs to be exchanged between different information systems. 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.



YOUR BENEFITS

- › KIX Connect enables KIX to be integrated simply and quickly into mixed IT environments
- › Service workflows can be precisely integrated thanks to the extensive configuration options
- › KIX Connect 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, for example

FEATURES

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



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

Back-end 1: KIX2JIRA

- › Jira issue (Atlassian Software) is created when the ticket is set up
- › Comment is created for an existing Jira issue when a ticket article is set up
- › Files are appended to an existing Jira issue when a ticket article is set up

Back-end 2: KIX2i-doit

- › The CI data (ConfigItems) from i-doit (synetics GmbH) 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 (KIX Pro 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
- › Data visualization: The visualization of data from the external back-ends can be configured using a page element in KIX

Back-end 4: KIX2VMware AirWatch

- › Import of devices incl. installed device software (apps) from VMware AirWatch (VMware, Inc.) to KIX
(Creation as CIs/assets)
- › Synchronization of VMware AirWatch information to CIs in KIX
- › VMware AirWatch REST-API V1 is supported

Back-end 5: KIX2baramundi

- › Import of device data incl. installed device software from baramundi Management Suite (baramundi software AG) to KIX (creation as CIs/assets)
- › Automatic update of CIs in KIX upon changes in baramundi system
- › Version 20 of baramundi (baramundi interface „bConnect“) is supported

HOW COULD IT BE USED?

If an error turns out to be a software bug, it is possible to create a bug report directly in KIX in Jira (Atlassian Software). The background functionality of KIX Connect also ensures that the service employee can always see the up-to-date processing status of the Jira ticket in KIX.