

OpenText ZENworks Service Desk version comparison

OpenText™ ZENworks Service Desk is a complete, ITIL-based ITSM help desk system that equips staff to easily monitor and solve service issues, minimizing disruption and freeing them to focus on core business. Establish an online support system that meets the service requirements of customers, administrators, supervisors, and technicians. Enterprise Store provides customer self-help along with request tracking of all types, asset management, and integration with other systems (ZENworks, AMIE®, PSS, Microsoft 365®, etc.).

ZENworks Service Desk product feature	Feature benefits	Versions					
		25.1	24.4	24.3	24.2	24.1	23.4
Administration Portal and System							
Database backup	Script to automate database backup	✓					
Date validation in Dynamic Form	Configure date restrictions in date field of Dynamic Form	✓					
Reconciliation in AMIE import	Item reconciliation is available for all item categories while importing items	✓	✓				
Knowledge base ownership	Supervisors can change the ownership of the knowledgebase article	✓	✓				
Vendors snapshot modernization	The Vendors page is enhanced with a modern look and feel	✓	✓	✓			
On-demand SLA recalculation	Edit SLAs and recalculate the SLA of all related requests on demand	✓	✓	✓			
Handling of downgraded technician	On removal of technician role from a user, requests are re-assigned to another technician	✓	✓	✓			

ZENworks Service Desk product feature	Feature benefits	Versions					
		25.1	24.4	24.3	24.2	24.1	23.4
Requests/Tickets functions							
Close request via email	Customers can reopen or close requests via email.	✓	✓				
Quick request using items or customers	Create quick requests by using one or more items or customers from the list and information pages	✓	✓	✓			
Re-open customer privilege	Configure the reopen within days customer privilege	✓	✓	✓			
CC field in request	While creating a request in the technician portal, the CC field is included to add optional recipients	✓	✓	✓			
Customer portal							
Quick call visibility	Capability to display only quick calls in customer portal	✓					
Easy access to request actions	The request actions are enhanced for easy access in both list and expanded views	✓	✓	✓			
Technician portal							
Chat application integration	Users can launch chat application (such as Microsoft Teams) with a single click	✓	✓				

Read more about [OpenText ZENworks Service Desk](#). ›

Read more about the [OpenText ZENworks Suite](#), the complete unified endpoint management offering. ›