

1. Overview

Xapity Teams connects Service Manager Analysts to the Support Groups that have been configured for a Work Item.

2. Prerequisites

- Extend Classes and Forms for Support Groups
- Configure and run the AD Connector
- Configure the E-mail Notification channel

3. Installation

Import Management Packs

Import the following:

- Xapity.Teams.Library.mpb
- Xapity.Teams.Workflow.xml
- Optional:
 - Xapity.Teams.DataWarehouse.Library.mpb
 - Xapity.Teams.Sample.Notifications.xml

Copy Workflow dll

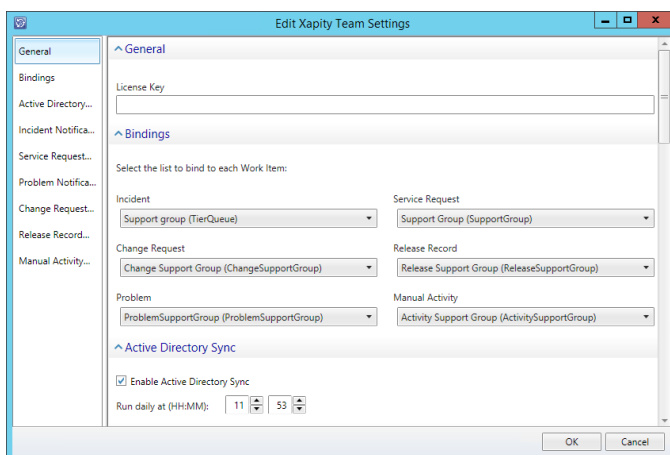
Copy the Xapity.Teams.Workflow.dll to the install folder on the Workflow Server

Restart the “Microsoft Monitoring Agent” service

4. Configuration of Xapity Teams

Work Item Support Group

Each Work Item requires a Support Group list to be selected.

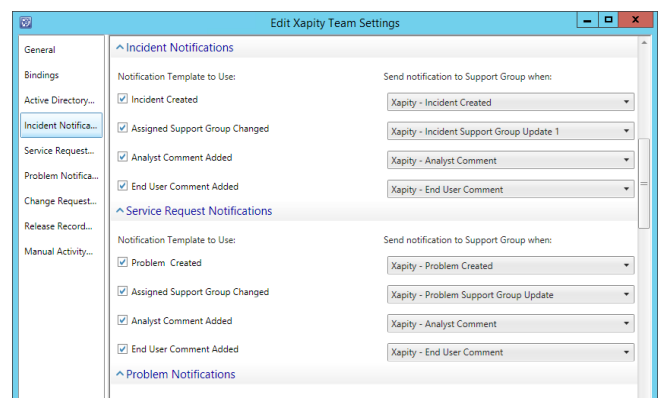


Active Directory Sync

Active Directory Sync synchronises the AD group membership with the Team and links analysts with support groups.

Notification Settings

Xapity Teams can be configured to send emails to the members of the Team when certain actions take place.



Actions that trigger a notification

The actions that trigger a notification will depend on what is possible for the Work Item:

Work Item Created: When a Work Item is created a notification will be sent.

Assigned Support Group Updated: When there is a change in the Support Group on a Work Item, regardless of the status of the Work Item, a notification will be sent.

Analyst Comment Added: When an analyst comment is added to the Work Item a notification will be sent (regardless of which Analyst made the comment).

End User Comment Added: When an end user updates the work item via the portal or email a notification will be sent.

Manual Activity In-Progress: When a Manual Activity status changes to In-Progress a notification will be sent.



Notification Templates

The notifications are based on Service Manager Notification Templates. Sample Templates have been provided in the Xapity Notification Sample Templates Management Pack.

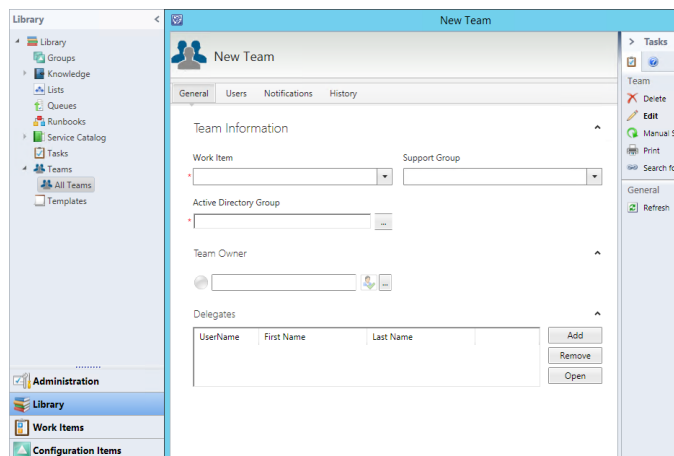
The Templates that can be used on each Work Item have been restricted by target class. Refer to the full Administration Guide for details.

5. Create Teams

Creating Xapity Teams is done under the Library tab. Expand **Library\Teams\All Teams** and then click the **Add New Team** task.

General Tab

The General tab contains the basic settings required to configure a Team.



Work Item Class: Choose Incident, Change, Release, Problem, Service Request or Manual Activity.

Support Group: Select the Support Group.

Active Directory Group: Contains analysts to be added to the Team.

Support Group Owner (Optional): An individual who is the owner or responsible person for the Team.

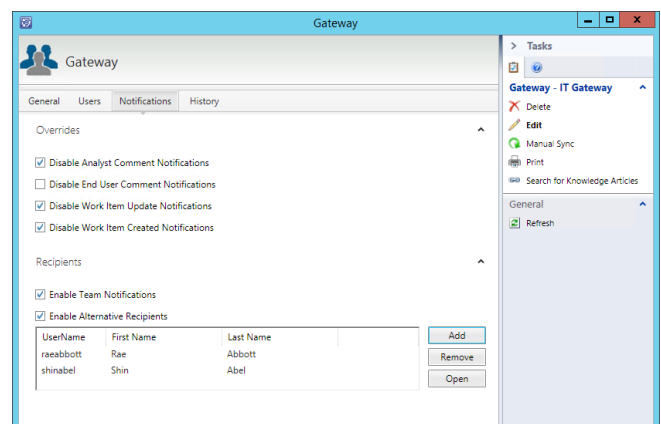
Delegates (Optional): Additional people responsible for the Team.

Users Tab

The **Users tab shows the analysts in the Team.** The information is updated by the Xapity AD Sync process every 24 hours. Or it can be updated immediately using the Manual Sync task on the right.

Notifications Tab

This tab allows the Work Item notification settings to be overridden for this specific Team and to specify different users to receive the notifications instead or with the Team members.



Enabling Alternative Recipients and Xapity Teams: will send the notifications to the alternative recipients and to the Support Group. This allows additional users to receive the notifications.

Enabling Alternative Recipients and Disabling Xapity Teams: will stop the Team members from receiving the notifications and only the users specified as alternative recipients will receive the notifications.

6. Language Support and Overrides

We have also provided a language override function that can fix any translation errors or add any additional language supported by Service Manager.

Edit the unsealed management pack **Xapity.Teams.ExtendedLanguages.xml** to add the additional language or override and then import into Service Manger.