

Service Desk Integration API

Quickly and easily convert a service ticket from the service desk tool directly to IMOnsite. The API will support data transmission between IMOnsite and any external service desk tool, so long as the external application sends the appropriate data fields in the supported format and transmission method.

Key benefits:

- **Quick and convenient:** save time and prevent duplicate data entry
- **Coordination and accuracy:** ensure customer data is synched between applications
- **Improved tracking:** provide a reference point (ticket number) between IMOnsite and external application

IMOnsite receives data from the external service desk application via http Form POST, automatically finds a matching end user site in IMOnsite, creates a corresponding service call in IMOnsite, and pre-loads all relevant information from the service desk ticket to the IMOnsite service call.