venITure

Know IT | Do IT | Push IT | Share IT

vAgent

Your Service Desk extension for better overview

AGENDA

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vAgent

vAgent features

   Merge issues
   Time logging
   NoLogin portal

vAgent live demo

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About us

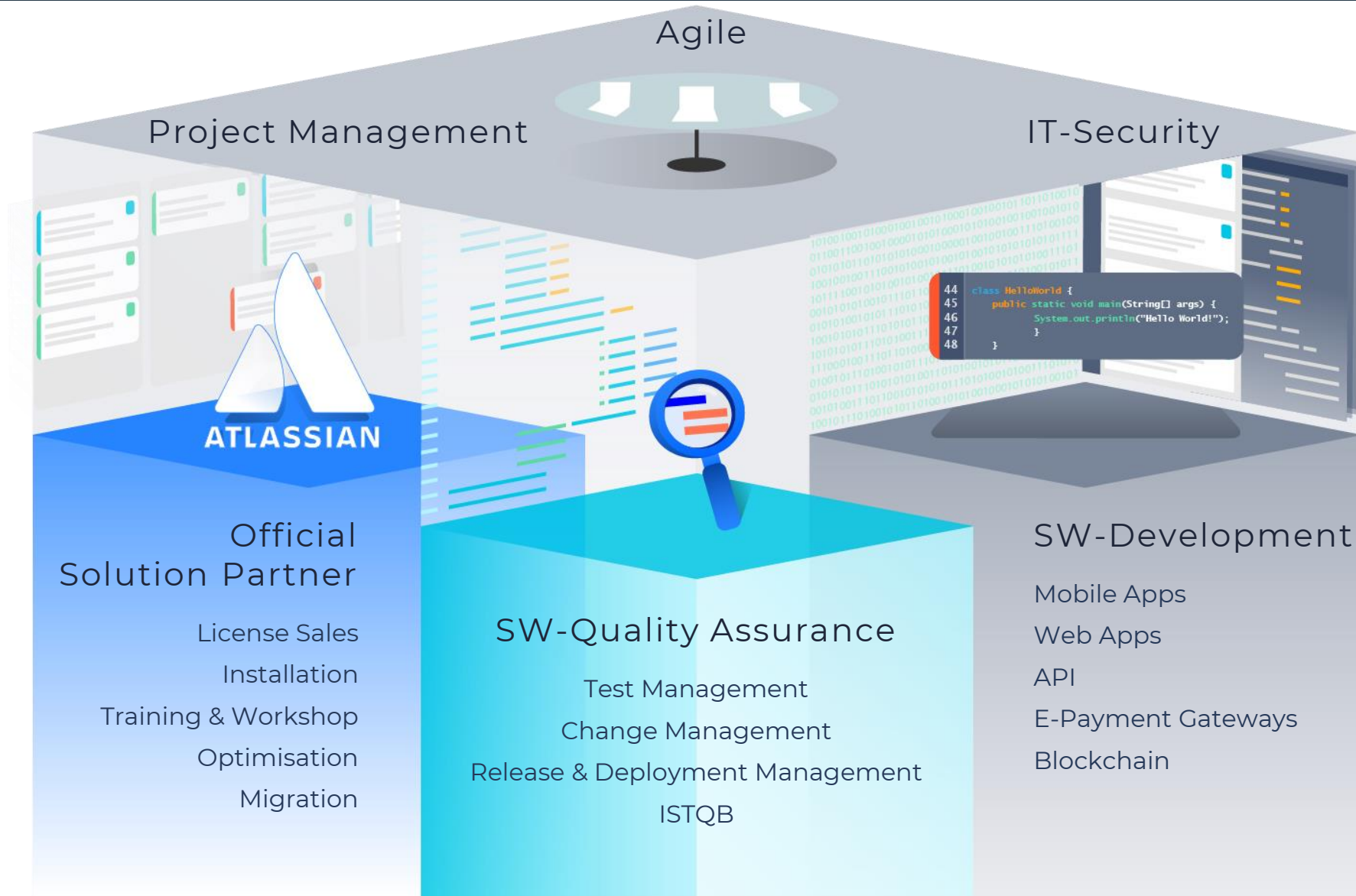🚀   Founded 2016 in Cologne, Germany

🏢   Locations in

🇩🇪   Cologne, Germany
🇭🇷   Split, Croatia
🇹🇷   Istanbul, Turkey

👥   More than 20 employees

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Agile

Project Management

IT-Security

Official Solution Partner

License Sales

Installation

Training & Workshop

Optimisation

Migration

SW-Quality Assurance

Test Management

Change Management

Release & Deployment Management

ISTQB

SW-Development

Mobile Apps

Web Apps

API

E-Payment Gateways

Blockchain

ATLASSIAN

```
44  class HelloWorld {
45      public static void main(String[] args) {
46          System.out.println("Hello World!");
47      }
48  }
```
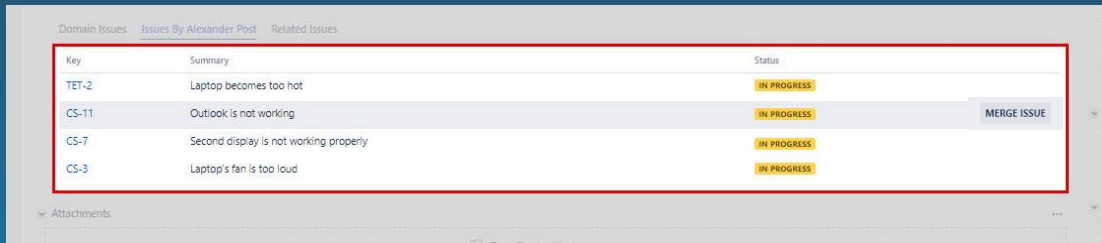
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The powerful app for better overview

▽ Customizing filters

↻ Update value in the custom field

ⓘ Issue information

🔗 Merge issue

🕐 Time logging information

🔑 NoLogin portal

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Merge issues

🔗 Merge two issues

⊞ Merge options:

   📎 Attachments

   📄 Descriptions as comments

   💬 Comments

⬚ Select the transition of the issue

⌁ Both issues will be linked (choose link type)

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Time logging

⊕ New custom field ‚domain'

▭ Webfragments in the issues for:

   @ Time logged on domain

   Time logged on reporter

▣ Displayed information:

   Total logged time

   Monthly logged time

   Weekly logged time

Logged time on customer domain

Total:	4 weeks, 4 days, 6 hours
Month:	2 weeks
Week:	0 minutes

Logged time on reporter

Total:	2 weeks, 2 days, 5 hours
Month:	2 weeks
Week:	0 minutes

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🔑 Use Service Desk without login

🖥️ Raise requests with your e-mail account

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